



LASERJET PRO 300 COLOR MFP LASERJET PRO 400 COLOR MFP

Service Manual



M375
M475



HP LaserJet Pro 300 color MFP M375 and HP LaserJet Pro 400 color MFP M475 Printers

Service Manual

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Conventions used in this guide

 **TIP:** Tips provide helpful hints or shortcuts.

 **NOTE:** Notes provide important information to explain a concept or to complete a task.

 **CAUTION:** Cautions indicate procedures that you should follow to avoid losing data or damaging the product.


 **WARNING!** Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.

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1 Removal and replacement

- [Removal and replacement strategy](#)
- [Service approach](#)
- [Removal and replacement procedures](#)

Removal and replacement strategy

This chapter discusses the removal and replacement of field replaceable units (FRUs) only.

Replacing FRUs is generally the reverse of removal. Occasionally, notes and tips are included to provide directions for difficult or critical replacement procedures.

HP does *not* support repairing individual subassemblies or problem solving at the component level.

Note the length, diameter, color, type, and location of each screw. Be sure to return each screw to its original location during reassembly.

Incorrectly routed or loose wire harnesses can interfere with other internal components and can become damaged or broken. Frayed or pinched harness wires can be difficult to locate. When replacing wire harnesses, always use the provided wire loops, lance points, or wire-harness guides.

Introduction

This chapter describes the removal and replacement of field-replaceable units (FRUs) only.


Replacing FRUs is generally the reverse of removal. Occasionally, notes and tips are included to provide directions for difficult or critical replacement procedures.

HP does *not* support repairing individual subassemblies or troubleshooting to the component level.

Note the length, diameter, color, type, and location of each screw. Be sure to return each screw to its original location during reassembly.


Incorrectly routed or loose wire harnesses can interfere with other internal components and can become damaged or broken. Frayed or pinched harness wires can be difficult to find. When replacing wire harnesses, always use the provided wire loops, lance points, or wire-harness guides and retainers.


Removal and replacement strategy


 **WARNING!** Turn the product off, wait 5 seconds, and then remove the power cord before attempting to service the product. If this warning is not followed, severe injury can result, in addition to damage to the product. The power must be on for certain functional checks during troubleshooting. However, disconnect the power supply during parts removal.

Never operate or service the product with the protective cover removed from the laser/scanner assembly. The reflected beam, although invisible, can damage your eyes.



The sheet-metal parts can have sharp edges. Be careful when handling sheet-metal parts.

 **CAUTION:** Do not bend or fold the flat flexible cables (FFCs) during removal or installation. Also, do not straighten pre-folds in the FFCs. You *must* fully seat all FFCs in their connectors. Failure to fully seat an FFC into a connector can cause a short circuit in a PCA.

 **NOTE:** To install a self-tapping screw, first turn it counterclockwise to align it with the existing thread pattern, and then carefully turn it clockwise to tighten. Do not overtighten. If a self-tapping screw-hole becomes stripped, repair the screw-hole or replace the affected assembly.

 **TIP:** For clarity, some photos in this chapter show components removed that would not be removed to service the product. If necessary, remove the components listed at the beginning of a procedure before proceeding to service the product.


Electrostatic discharge

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing product parts. Always perform service work at an ESD-protected workstation or mat, or use an ESD strap. If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.

Protect the ESD-sensitive parts by placing them in ESD pouches when they are out of the product.

Required tools

- Number 2 Phillips screwdriver with a magnetic tip and a 152-mm (6-inch) shaft length
- Precision slotted screwdriver with a 1 mm (0.04 in) blade width

 **NOTE:** This fine-point tool is required to release the front door pins. The width of the blade must be 2 mm (0.08 in) or less to be able to drive the door pins out of the mounting holes.

- Small, slotted screwdriver
- Needle-nose pliers
- Snap-ring pliers
- ESD mat (if one is available)
- Penlight (optional)


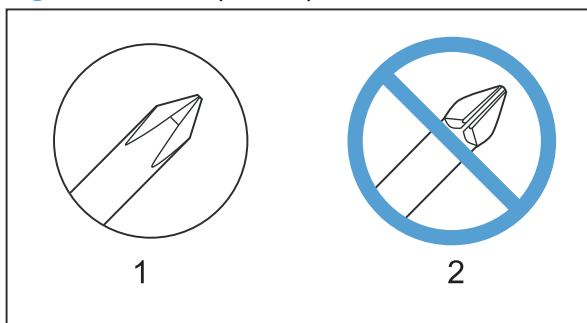
 **CAUTION:** Always use a Phillips screwdriver (callout 1). Do not use a pozidrive screwdriver (callout 2) or any motorized screwdriver. These can damage screws or screw threads.

Figure 1-1 Phillips and pozidrive screwdriver comparison


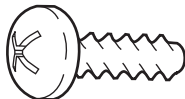

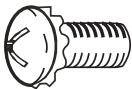



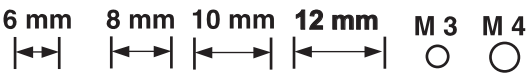
Types of screws

⚠ WARNING! Make sure that components are replaced with the correct screw type. Using the incorrect screw (for example, substituting a long screw for the correct shorter screw) can cause damage to the product or interfere with product operation. Do not intermix screws that are removed from one component by using the screws that are removed from another component.

📝 NOTE: The screw illustrations in the following table are for reference only. Screws might vary in size and appearance from those shown in this table.

Table 1-1 Common fasteners

Example	Description	Size	Part Number
	Screw, with washer	M3X8	XA9-1420-000CN
		M4X6	XB2-7400-605CN
		M4X12	XA9-1422-000CN
	Screw, tapping, truss head	M4X10	XB4-7401-005CN
		M4X15	XB4-7401-609CN
	Screw, TP	M3X4	XB6-7300-405CN
		M3X6	XB6-7300-605CN
	Screw, D	M3X6	XA9-1670-000CN
		M3X8	XA9-1671-000CN
	Screw, machine	M3X4	XB6-7300-409CN
	Screw, machine, flat head	M3X4	XA9-0679-000CN
	Screw, machine, flanged pan head	M3X6	XB6-7300-805CN



Service approach

Before performing service

- Remove all media from the product.
- Turn off the power using the power switch.
- Unplug the power cable and interface cable(s).
- Place the product on an ESD mat (if one is available). If an ESD workstation or mat is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the toner cartridges.
- Remove the tray 2 cassette.

After performing service

- Connect the power cable.
- Reinstall the toner cartridges.
- Reinstall the tray 2 cassette.

Post-service tests

After service has been completed, perform the following tests to verify that the repair or replacement was successful.

Test 1 (print-quality test)

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the input tray contains clean, unmarked paper.
3. Attach the power cable and interface cable, and then turn on the product.
4. Verify that the expected start-up sounds occur.
5. Print a configuration page, and then verify that the expected printing sounds occur.
6. Print a demo page, and then verify that the print quality is as expected.
7. Send a print job from the host computer, and then verify that the output meets expectations.
8. If necessary, restore any customer-specified settings.
9. Clean the outside of the product by using a damp cloth.

Test 2 (copy-quality test)

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the input tray contains clean, unmarked paper.
3. Attach the power cable, and then turn on the product.
4. Verify that the expected start-up sounds occur.
5. Print a configuration page, and then verify that the expected printing sounds occur.
6. Place the configuration page in the document feeder.
7. Print a copy job, and then verify the results.
8. Clean the outside of the product by using a damp cloth.

Test 3 (fax-quality test; fax models only)

1. Place the configuration page in the document feeder.
2. Type a valid fax number and send the fax job.
3. Verify that the send quality and receive quality meet expectations.

Parts removal order

Figure 1-2 Parts removal order (1 of 2)

Component	Remove	Remove	Remove	Remove	Remove	Remove	Remove
Pickup roller (Tray 2 and Tray 3)	Tray 2						
Separation roller (Trays 2 or 3)	Tray 2						
Document feeder pickup roller assembly							
Pickup roller and separation part (Tray 1)	Tray 2						
Print-cartridge drawer							
DIMM cover							
Right cover							
Document feeder input tray							
Scanner assembly	Right cover						
Right-front cover and power button	Right cover						
Rear-upper cover (duplex product)							
Paper-feed guide assembly							
Rear door stopper and link caps (simplex product)							
Rear door (simplex product)							
Rear door (duplex product)							
Rear cover and feed guide (simplex product)	Right cover	Rear door stopper	Rear door				
Rear-lower cover and Rear door links (duplex product)	Right cover	Rear door	Rear-upper cover				
Rear door rib assembly (duplex product)	Right cover	Rear door	Rear-upper cover	Rear-lower cover			
Link guide							
Control panel and right-arm mount	Right cover						
Upper-cover assembly (Simplex products)	Right cover	Scanner assembly	Rear door	Rear cover	Control panel and right-arm mount	Right-front cover and power button	
Upper-cover assembly (Duplex products)	Right cover	Scanner assembly	Rear-upper cover	Control panel and right-arm mount	Right-front cover and power button		
Left cover (Simplex products)	Right cover	Scanner assembly	Rear door	Rear cover	Upper-cover assembly		
Left cover (Duplex products)	Right cover	Scanner assembly	Rear-lower cover	Upper-cover assembly			
Front-door assembly (Simplex products)	Print-cartridge drawer	Right cover	Scanner assembly	Rear door	Rear cover	Upper-cover assembly	Left cover
Front-door assembly (Duplex products)	Print-cartridge drawer	Right cover	Scanner assembly	Rear-upper cover	Rear door	Rear-lower cover	Upper-cover assembly
Intermediate transfer belt (ITB) drawer	Print-cartridge drawer						
Drum motor (M1) and developer							
motor (M2)	Right cover						
Intermediate PCA	Right cover						
Formatter PCA and fax PCA	Right cover						

Figure 1-3 Parts removal order (2 of 2)

Component	Remove	Remove	Remove	Remove	Remove	Remove	Remove
Pickup roller (Tray 2 and Tray 3)	Tray 2						
Separation roller (Trays 2 or 3)	Tray 2						
Document feeder pickup roller assembly							
Pickup roller and separation pad (Tray 1)	Tray 2						
Print-cartridge drawer							
DIMM cover							
Right cover							
Document feeder input tray							
Scanner assembly	Right cover						
Right-front cover and power button	Right cover						
Rear-upper cover (duplex product)							
Paper-feed guide assembly							
Rear door stopper and link caps (simplex product)							
Rear door (simplex product)							
Rear door (duplex product)							
Rear cover and feed guide (simplex product)	Right cover	Rear door stopper	Rear door				
Rear-lower cover and Rear door links (duplex product)	Right cover	Rear door	Rear-upper cover				
Rear door rib assembly (duplex product)	Right cover	Rear door	Rear-upper cover	Rear-lower cover			
Link guide							
Control panel and right-arm mount	Right cover						
Upper-cover assembly (Simplex products)	Right cover	Scanner assembly	Rear door	Rear cover	Control panel and right-arm mount	Right-front cover and power button	
Upper-cover assembly (Duplex products)	Right cover	Scanner assembly	Rear-upper cover	Control panel and right-arm mount	Right-front cover and power button		
Left cover (Simplex products)	Right cover	Scanner assembly	Rear door	Rear cover	Upper-cover assembly		
Left cover (Duplex products)	Right cover	Scanner assembly	Rear-lower cover	Upper-cover assembly			
Front-door assembly (Simplex products)	Print-cartridge drawer	Right cover	Scanner assembly	Rear door	Rear cover	Upper-cover assembly	Left cover
Front-door assembly (Duplex products)	Print-cartridge drawer	Right cover	Scanner assembly	Rear-upper cover	Rear door	Rear-lower cover	Upper-cover assembly
Intermediate transfer belt (ITB) drawer	Print-cartridge drawer						
Drum motor (M1) and developer motor (M2)	Right cover						
Intermediate PCA	Right cover						
Formatter PCA and fax PCA	Right cover						

Removal and replacement procedures


Rollers and pads

Transfer roller


The transfer roller is a component of the paper-feed assembly and not available as an individual FRU. To remove and replace the transfer roller, install a replacement paper-feed guide assembly. See [Paper-feed guide assembly on page 31](#).


Pickup roller (Tray 2 and Tray 3)

The roller must be rotated into the service position to remove it.

 **CAUTION:** Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper pickup problems.

1. Turn the product on, and wait for it to reach the Ready state. Perform the following steps to rotate the roller to the service position.

 **NOTE:** If you have removed Tray 2 to service the product, reinstall the tray before turning the power on.


 **TIP:** The following steps rotate the engine pickup roller *and* the Tray 1 pickup roller into the service position.

- a. Simultaneously press the Left Arrow ◀ button and the Cancel ✕ button to open the 2ndry Service menu.

- b. Touch the Pick Roller item.

Touch the OK button to confirm that you want the roller to rotate.

- c. Listen for the roller to rotate. When the roller is done rotating, unplug the power cable and then place the power button in the off position.

 **CAUTION:** It is important to place the power button in the off position **after** unplugging the power cable so that the product power does not come on immediately when the power cable is plugged in again.

- d. Remove Tray 2.

- e. Perform the remaining steps in this procedure to remove the roller. After replacing the roller, plug the power cable into the product, and then use the power button to turn the power on.

2. Carefully raise the front of the product.

⚠ WARNING! Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

⚠ CAUTION: The document feeder and scanner cover are not captive and can open suddenly when the product is placed front-side face up. Always support the document feeder and scanner cover before placing the product front-side face up.

Do not lift the product grasping the front door and **Tray 2** cavity.

📝 NOTE: The roller is located inside the tray cavity.

Figure 1-4 Remove the pickup roller (1 of 2)

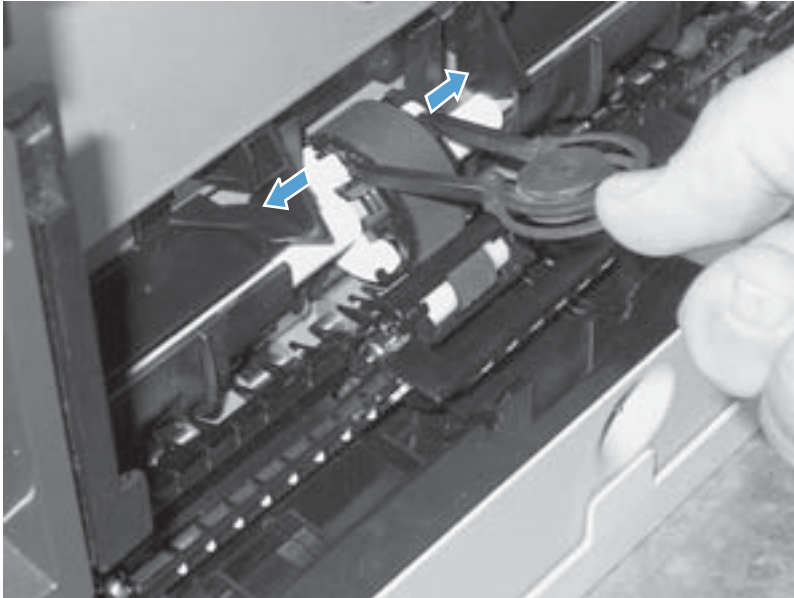


3. Use a pair of snap-ring pliers to release two locking tabs and remove the pickup roller.

CAUTION: Do not touch the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper pickup problems.

NOTE: If you do not have a pair of snap-ring pliers, use your fingers to release the tabs.

Figure 1-5 Remove the pickup roller (2 of 2)



Separation roller (Trays 2 or 3)

⚠ CAUTION: Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper pickup problems.

1. Remove Tray 2 (if installed), and then carefully raise the front of the product.

⚠ WARNING! Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

⚠ CAUTION: Do not lift the product grasping the front door and Tray 2 cavity.

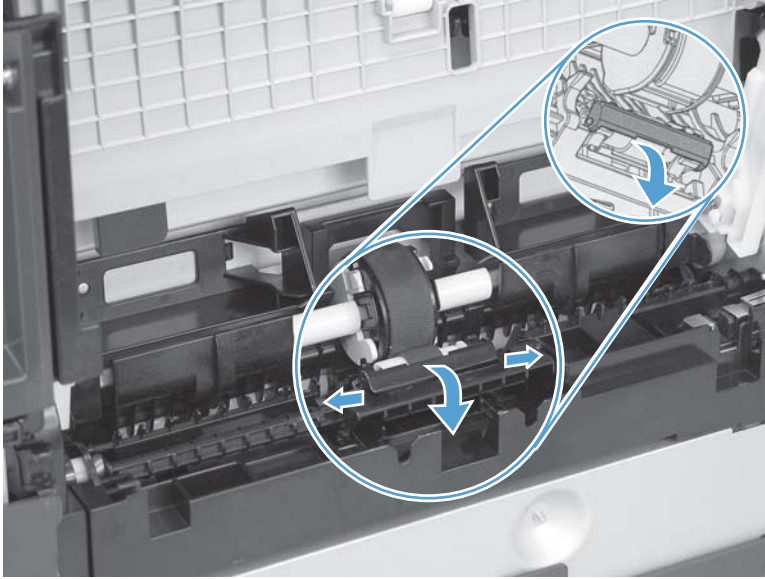
📝 NOTE: The roller is located inside the tray cavity.

Figure 1-6 Remove the pickup roller (1 of 3)



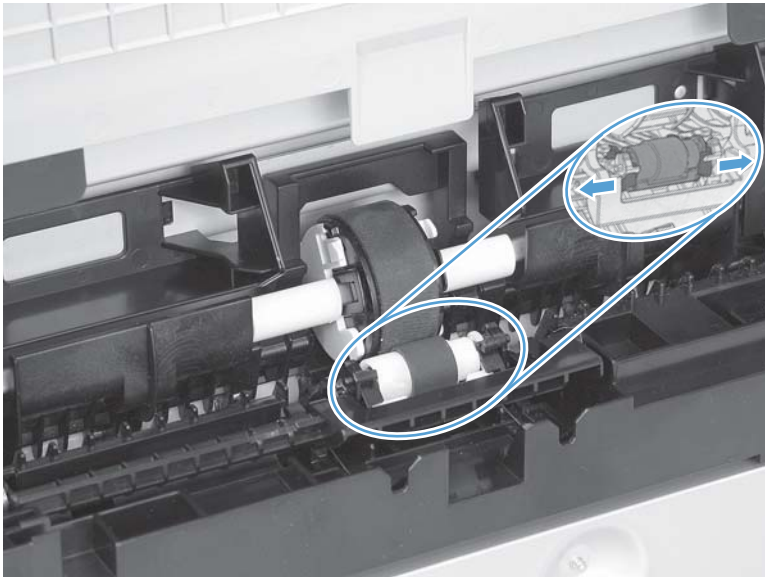
2. Release the two roller-cover locking pins, and then remove the cover.

Figure 1-7 Remove the separation roller (2 of 3)



3. Release the roller holder to release the roller-locking pins. Remove the separation roller.

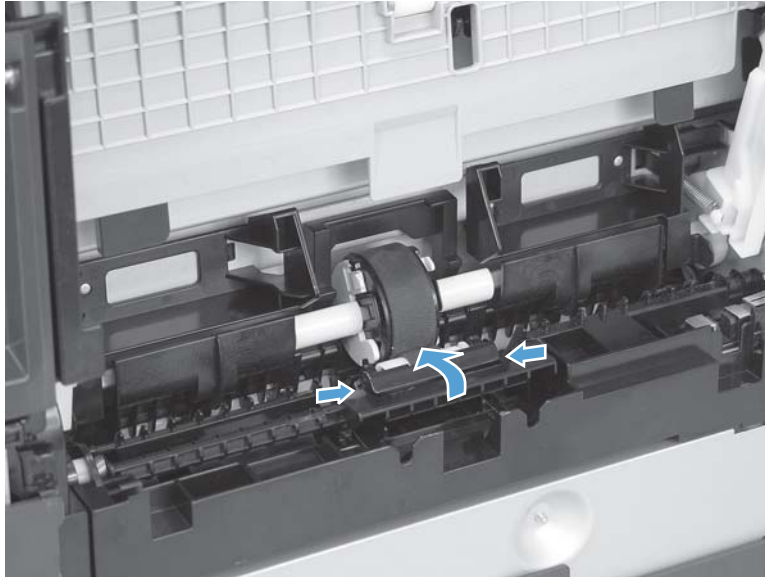
Figure 1-8 Remove the separation roller (3 of 3)



Reinstall the separation roller

1. Install the replacement separation roller.
2. Reinstall the separation roller cover on the locking pins, and then rotate it toward the roller until you hear it snap into place.

Figure 1-9 Reinstall the separation roller

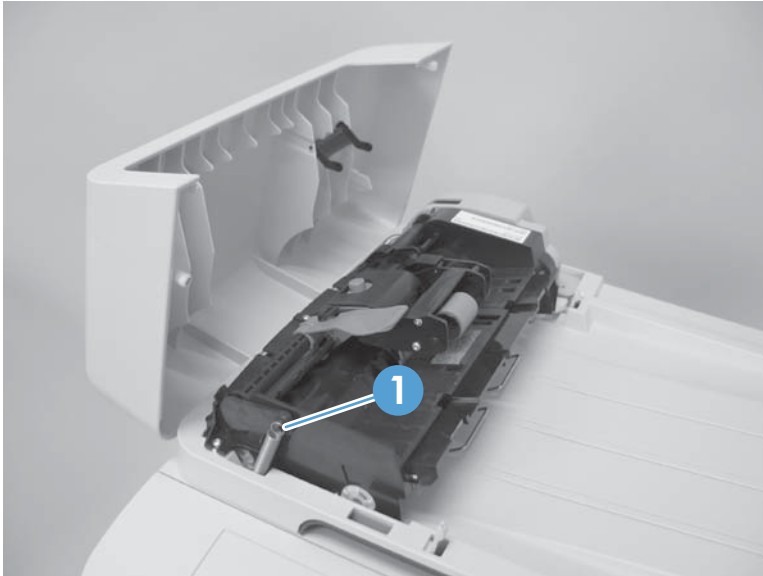


Document feeder pickup roller assembly

 **IMPORTANT:** The document feeder pickup roller must be shipped in the down position.

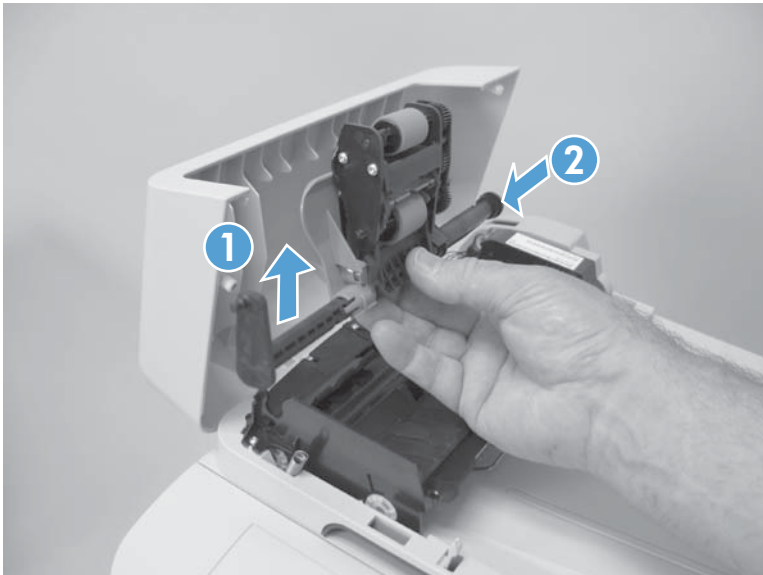
1. Open the document feeder cover.
2. Disconnect one spring (callout 1).

Figure 1-10 Remove the document feeder pickup roller assembly (1 of 2)




3. Lift up on the end of the assembly, and then slide it toward the control panel to remove it.


Figure 1-11 Remove the document feeder pickup roller assembly (2 of 2)




Pickup roller and separation pad (Tray 1)


The roller must be rotated into the service position to remove it.

 **CAUTION:** Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper pickup problems.


 **NOTE:** Always replace the separation pad when replacing the pickup roller.


1. Turn the product on, and wait for it to reach the Ready state. Perform the following steps to rotate the roller to the service position.

 **NOTE:** If you have removed **Tray 2** to service the product, reinstall the tray before turning the power on.

 **TIP:** The following steps rotate the engine pickup roller *and* the **Tray 1** pickup roller into the service position.

- a. Open the **2ndry Service** menu by pressing the Left Arrow ◀ ◀ button and the Cancel ✕ button simultaneously.
- b. Use the arrow buttons to select **Pick Roller**, and then press the **OK** button.
Touch the **OK** button again to confirm that you want the roller to rotate.
- c. Listen for the roller to rotate. When the roller is done rotating, unplug the power cable and then place the power button in the off position.

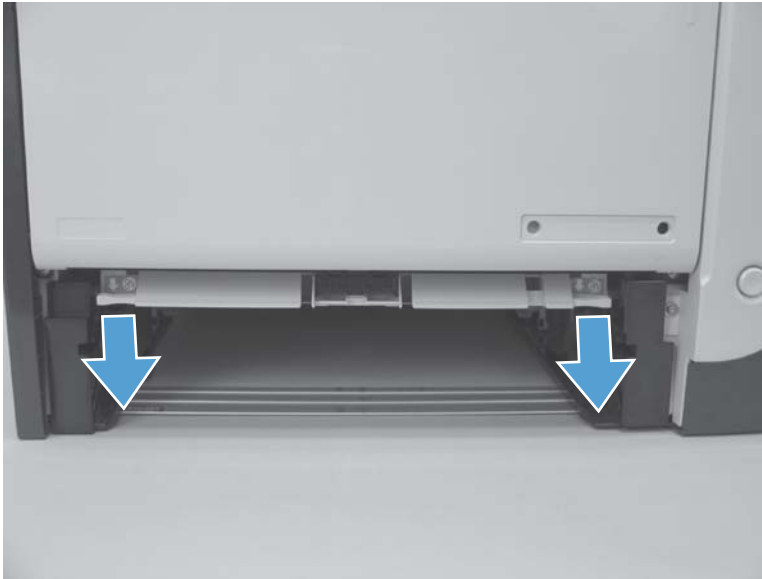
 **NOTE:** Failure to unplug the product at this point will result in the roller being in the incorrect position for the repair procedure.

 **CAUTION:** It is important to place the power button in the off position **after** unplugging the power cable so that the product power does not come on immediately when the power cable is plugged in again.

- d. Remove **Tray 2**.
- e. Perform the remaining steps in this procedure to remove the roller. After replacing the roller, plug the power cable into the product, and then use the power button to turn the power on.

2. Lower the Tray 1 paper pickup assembly by pushing down on the edges of the assembly.

Figure 1-12 Remove the Tray 1 pickup roller (1 of 3)



3. Carefully raise the front of the product.

⚠ WARNING! Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

⚠ CAUTION: The document feeder and scanner cover are not captive and can open suddenly when the product is placed front-side face up. Always support the document feeder and scanner cover before placing the product front-side face up.

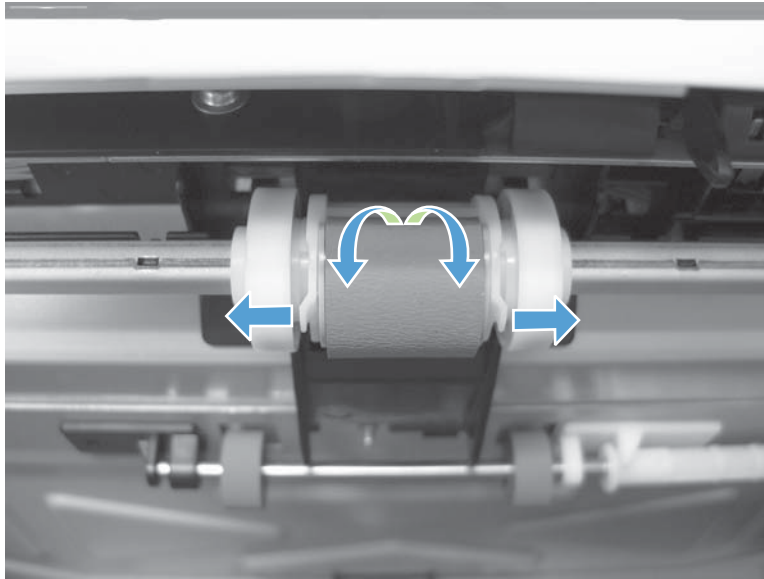
CAUTION: Do not lift the product grasping the front door and Tray 2 cavity.

Figure 1-13 Remove the Tray 1 pickup roller (2 of 3)



4. Release two tabs, and then rotate the roller away from the product to remove it.

Figure 1-14 Remove the Tray 1 pickup roller (3 of 3)

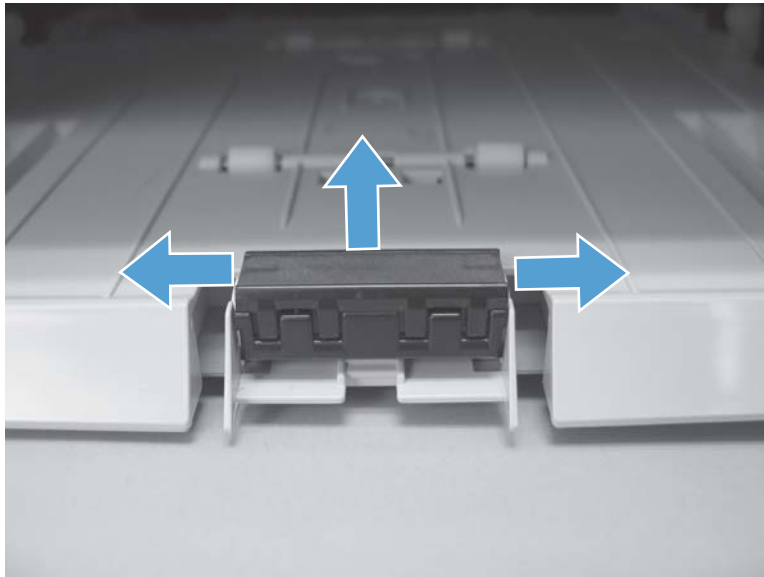


5. Release the retainer tabs, and then remove the separation pad from the base.



NOTE: The separation pad base can easily be dislodged when the pad is removed. If the base is dislodged, do not loose the spring under the base (it is not captive).

Figure 1-15 Remove the Tray 1 separation pad

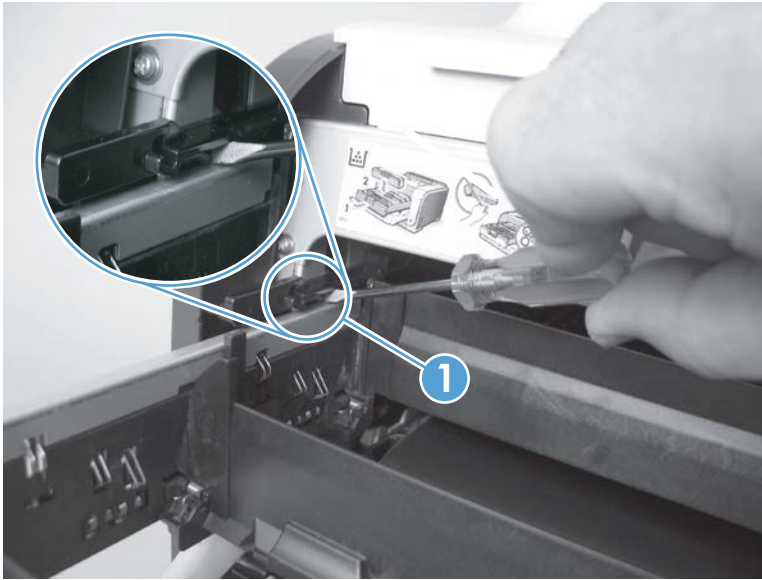


Main assemblies

Print-cartridge drawer

1. Open the front door.
2. Partially pull out the print-cartridge drawer, and then use a small flat blade screwdriver to release one tab (callout 1) on the left side of the product.

Figure 1-16 Remove the print-cartridge drawer (1 of 3)



3. Carefully rotate the print-cartridge drawer toward the right side of the product to release it.

Figure 1-17 Remove the print-cartridge drawer (2 of 3)



4. Pull the print-cartridge drawer out of the product to remove it.

Figure 1-18 Remove the print-cartridge drawer (3 of 3)



DIMM cover

1. Open the DIMM cover.
2. Lift the cover up to release it, and then remove the cover.

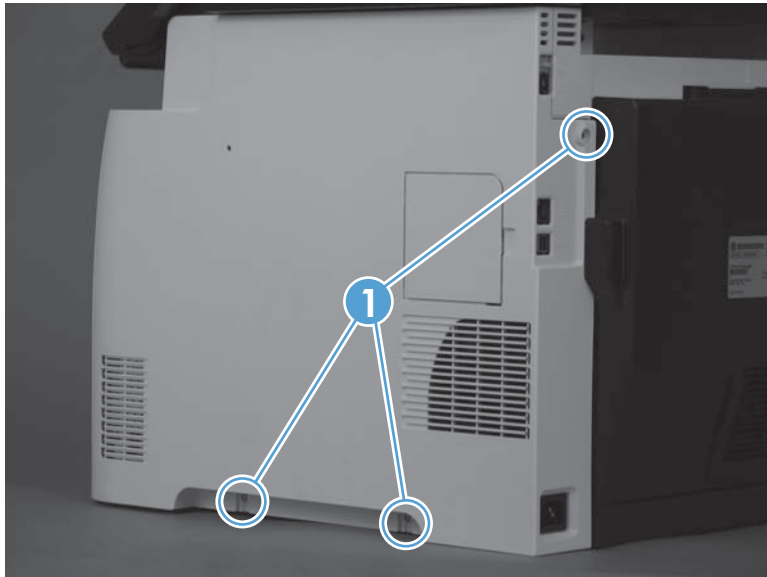
Figure 1-19 Remove the DIMM cover



Right cover

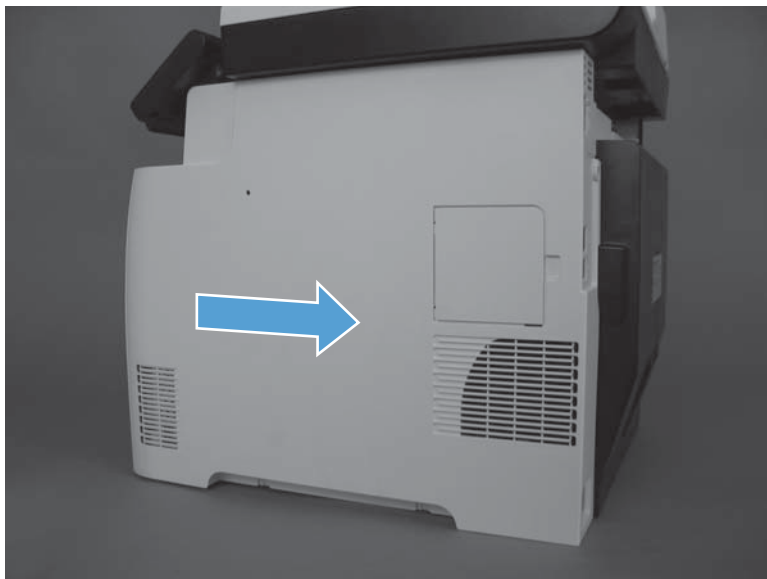
1. Open the rear door.
2. Remove three screws (callout 1).

Figure 1-20 Remove the right cover (1 of 3)



3. Slide the right cover toward the back of the product.

Figure 1-21 Remove the right cover (2 of 3)



4. Remove the right cover.

Figure 1-22 Remove the right cover (3 of 3)



Document feeder input tray

- ▲ Open the document feeder top cover.

Figure 1-23 Remove the document feeder input tray (1 of 2)



Rotate the document feeder input tray up to release it, and then remove the tray.


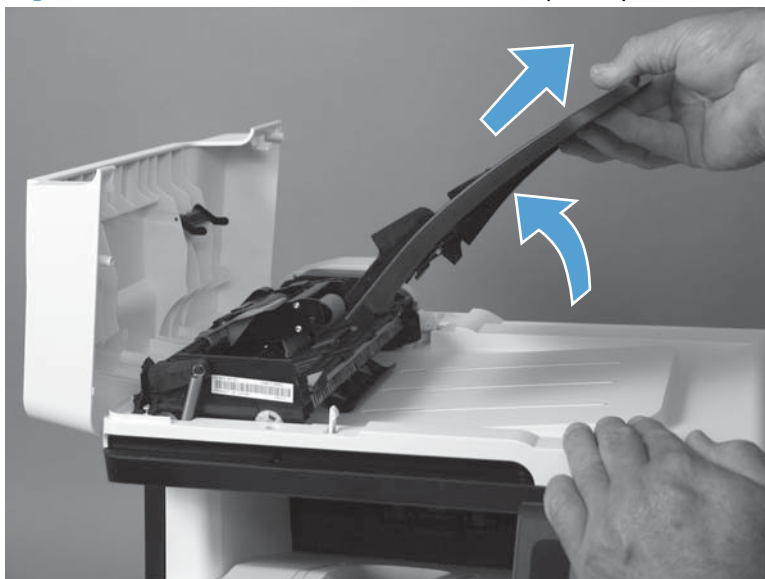
 **TIP:** Hold down the scanner lid while removing the tray. It might take considerable pressure to release the tray from the document feeder.

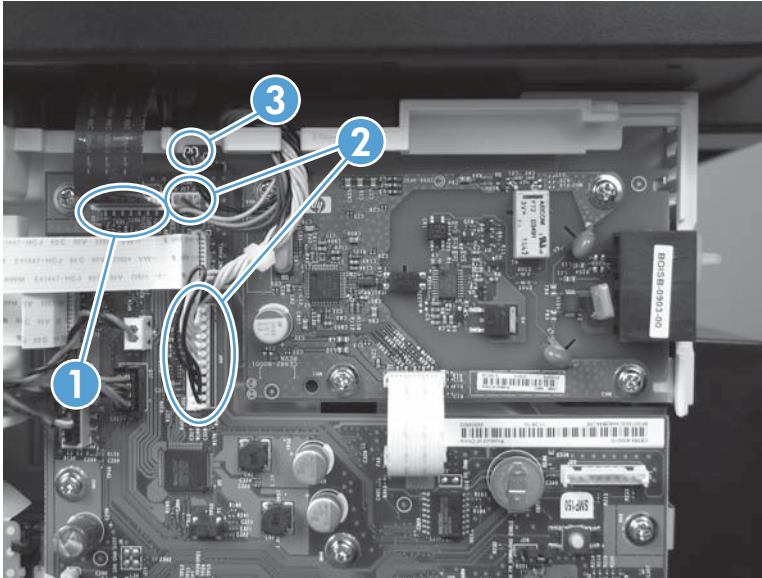
Figure 1-24 Remove the document feeder input tray (2 of 2)



Scanner assembly

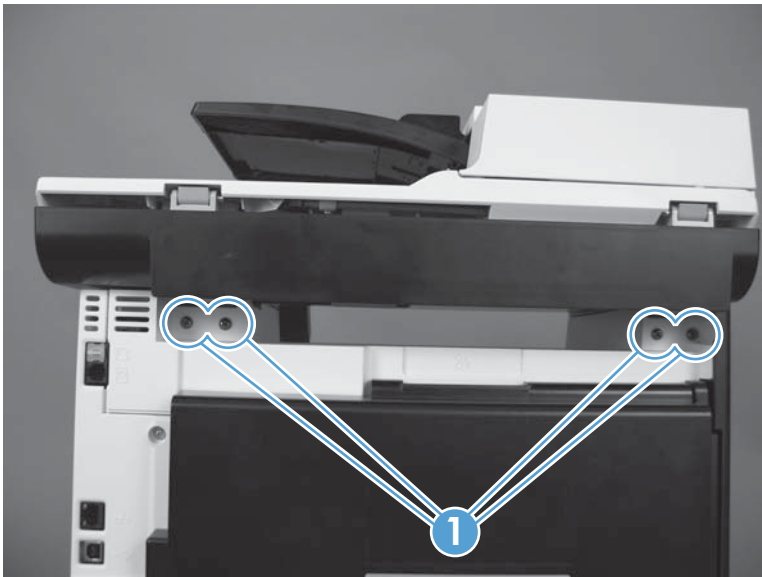
1. Remove the right cover. See [Right cover on page 23](#).
2. Disconnect one FFCs (callout 1), two connectors (callout 2), and one ground-wire connector (callout 3).

Figure 1-25 Remove the scanner assembly (1 of 4)



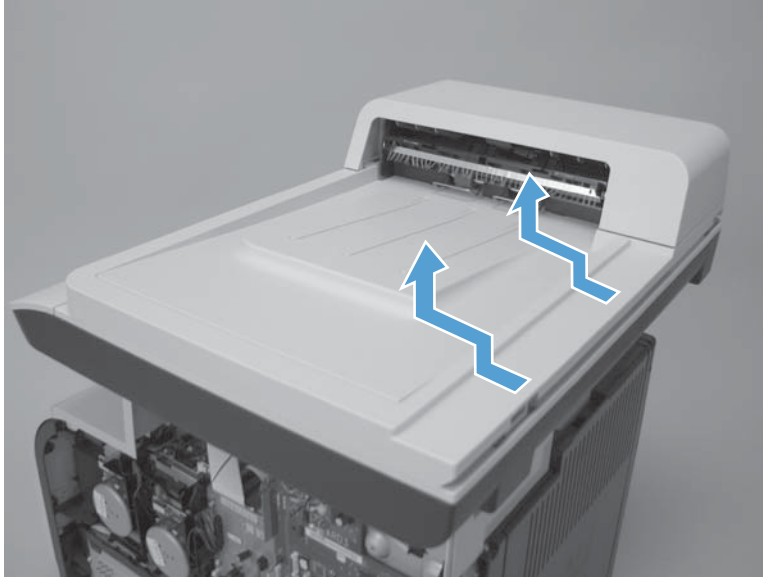
3. Remove four screws (callout 1).

Figure 1-26 Remove the scanner assembly (2 of 4)



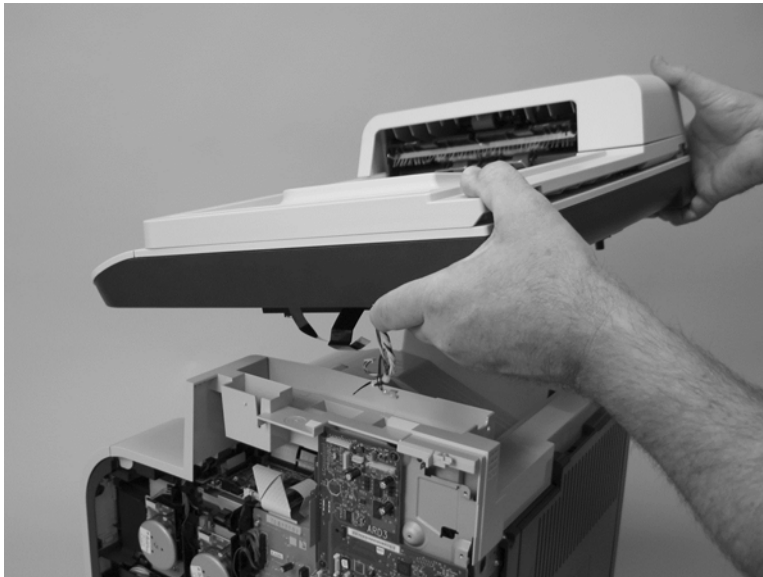
4. Slightly lift up the back of the scanner, and then slide it toward the front of the product.

Figure 1-27 Remove the scanner assembly (3 of 4)



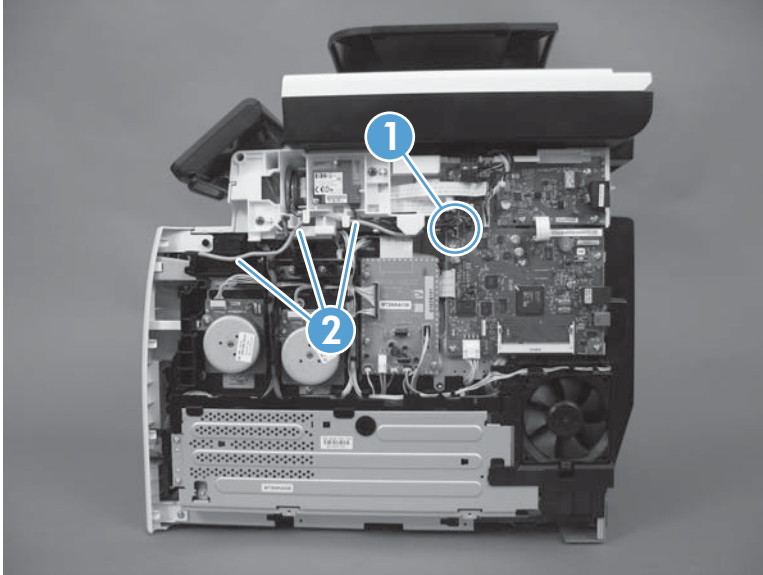
5. Lift the scanner straight up and off of the product.

Figure 1-28 Remove the scanner assembly (4 of 4)

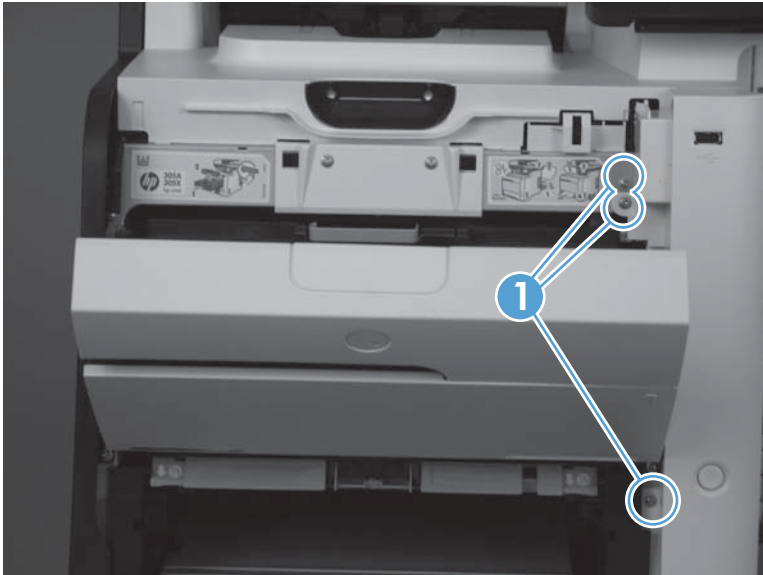


Right-front cover and power button

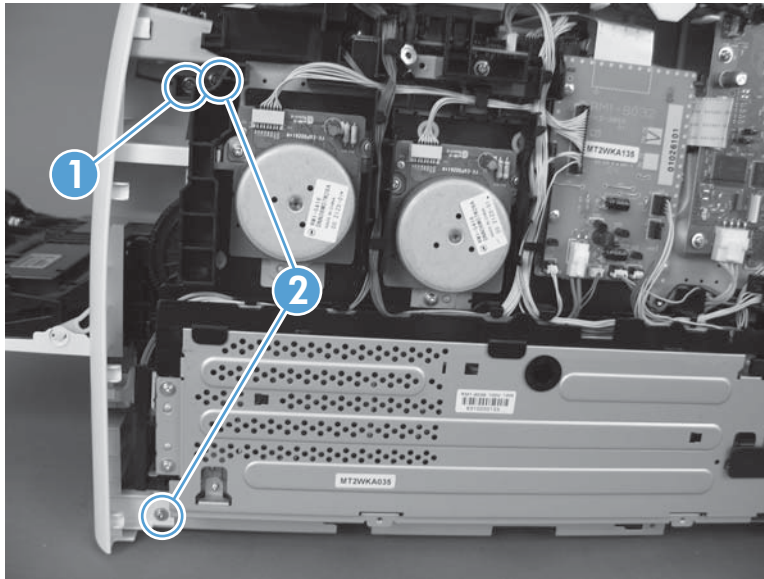
1. Remove the right cover. See [Right cover on page 23](#).
2. Disconnect the USB PCA connector from the formatter PCA (callout 1), and then release the wire from the retainer (callout 2).



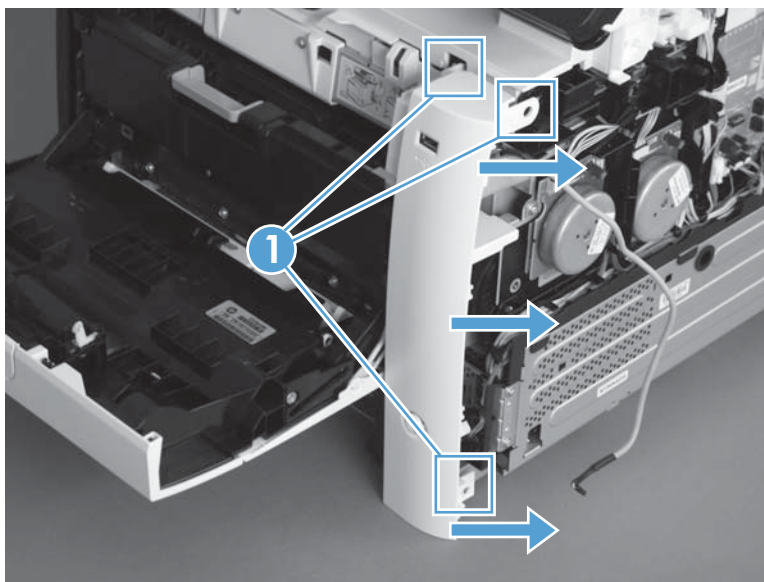
3. Open the front door, and then remove three screws (callout 1).



4. Remove one screw and retainer (callout 1), and then remove two screws (callout 2).



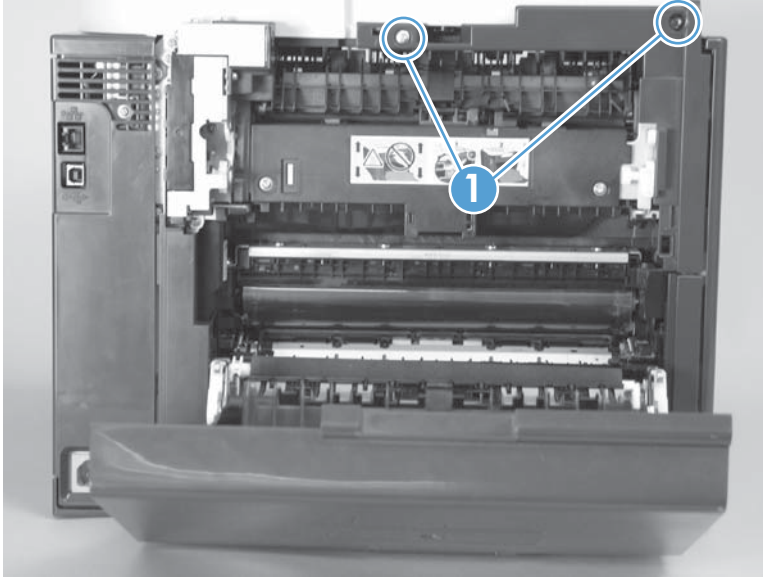
5. Slide the cover slightly toward the right to release three tabs (callout 1), and then remove the cover.



Rear-upper cover

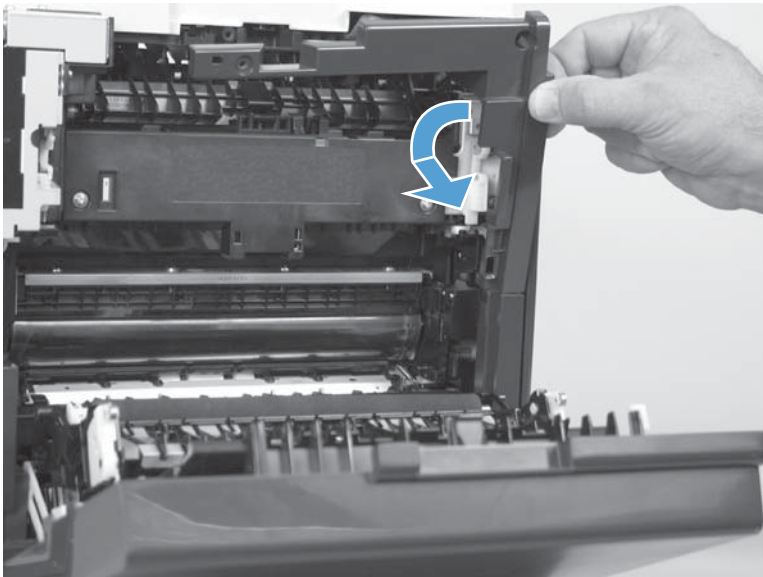
1. Open the rear cover.
2. Remove two screws (callout 1).

Figure 1-29 Remove the rear-upper cover (1 of 2)



3. Slightly separate the cover from the product, and then rotate the cover down and then away from the product to remove it.

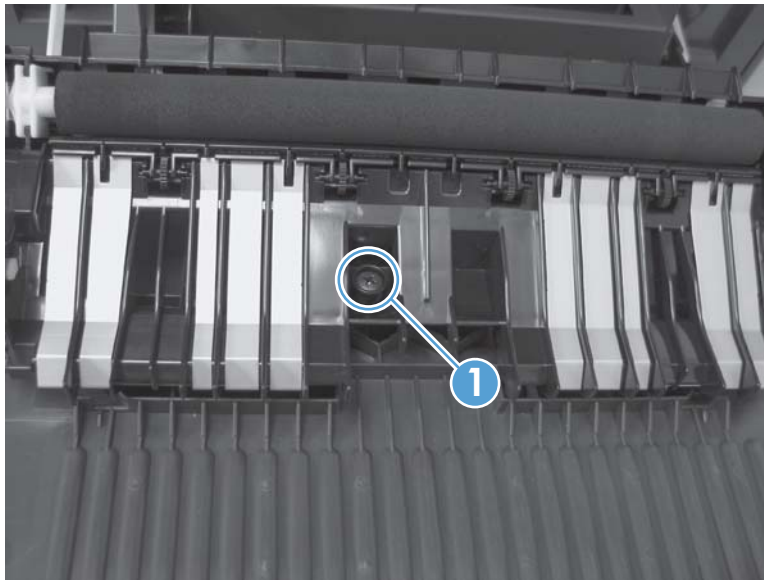
Figure 1-30 Remove the rear-upper cover (2 of 2)



Paper-feed guide assembly

1. Release one screw (callout 1).

Figure 1-31 Remove the feed assembly (1 of 2)



2. Remove the feed assembly.


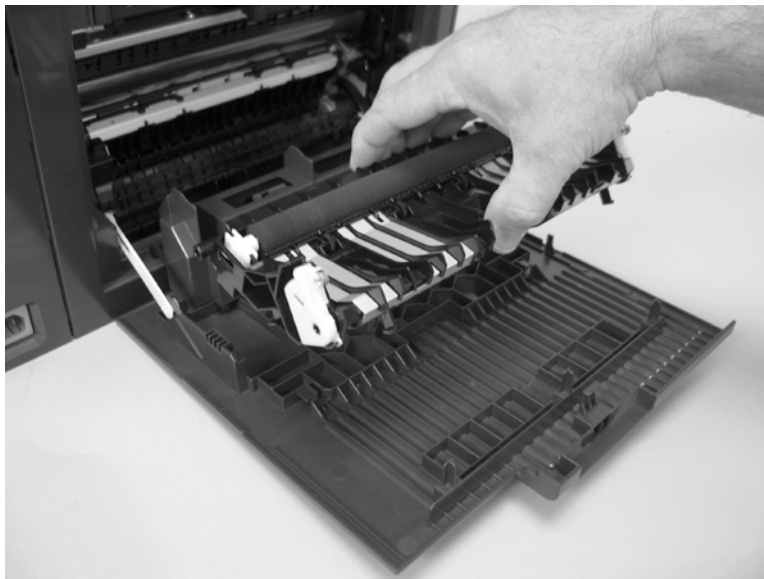
 **TIP:** When the feed assembly is correctly reinstalled, the assembly will be able to move in relation to the door. It should not be secured firmly to the door.

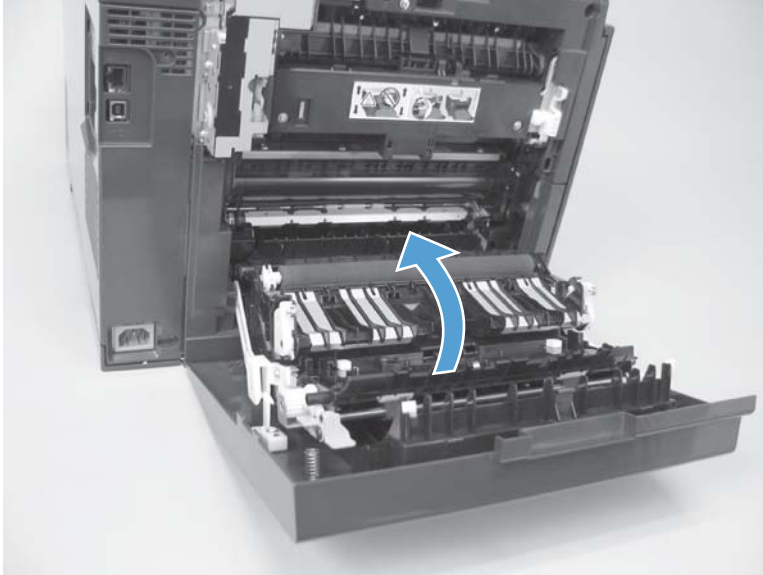
Figure 1-32 Remove the feed assembly (2 of 2)



Rear door

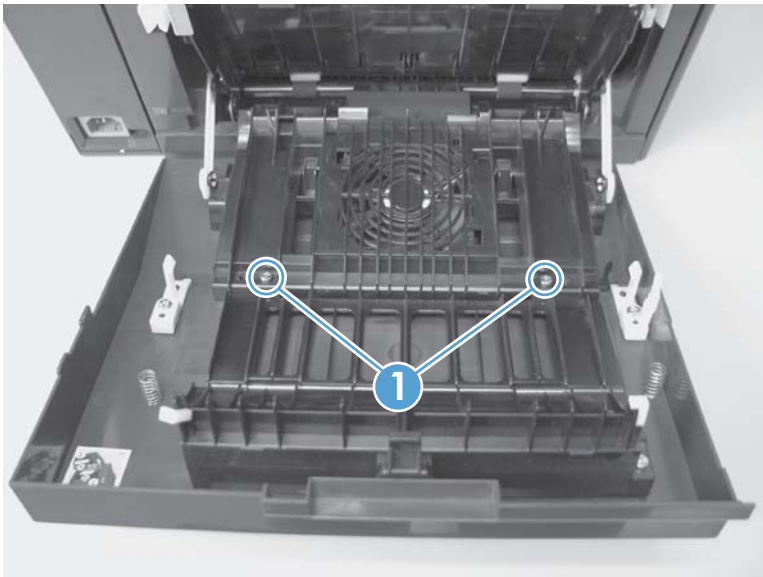
1. Open the rear door.
2. Use the green handle to close the duplex-feed assembly.

Figure 1-33 Remove the rear door (1 of 4)



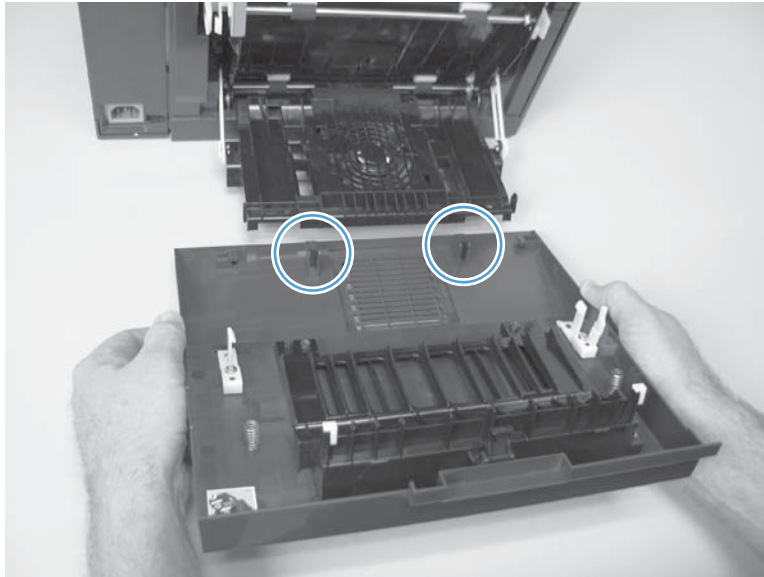
3. Remove two screws (callout 1).

Figure 1-34 Remove the rear door (2 of 4)



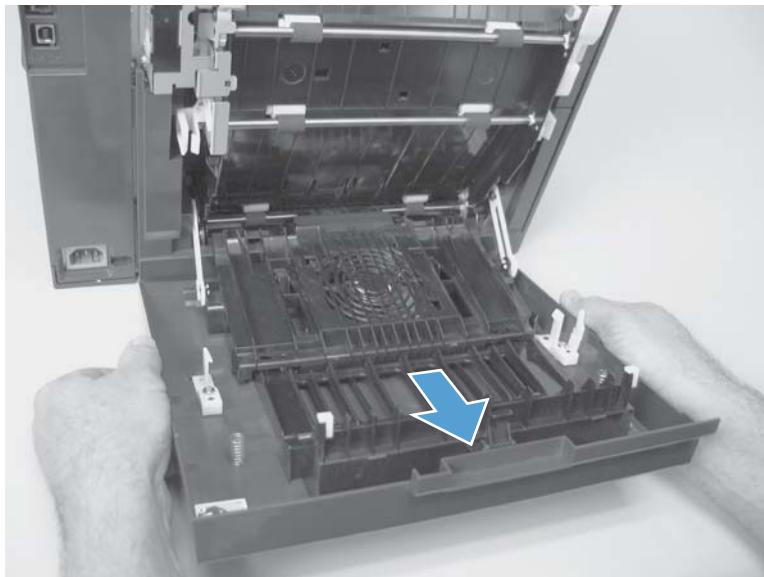
4. Before you remove the rear door, take note of the mounting tabs on the door.

Figure 1-35 Remove the rear door (3 of 4)



5. Slide the door away from the product to release two tabs, and then remove the door.

Figure 1-36 Remove the rear door (4 of 4)



Rear-lower cover and rear-door links

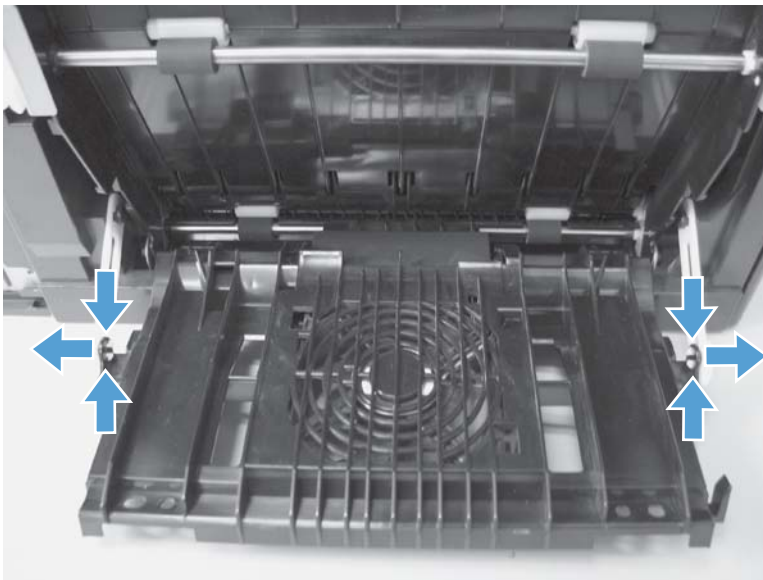
Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Rear door. See [Rear door on page 32](#).
- Rear upper cover. See [Rear-upper cover on page 30](#).

Remove the rear-lower cover and rear-door links

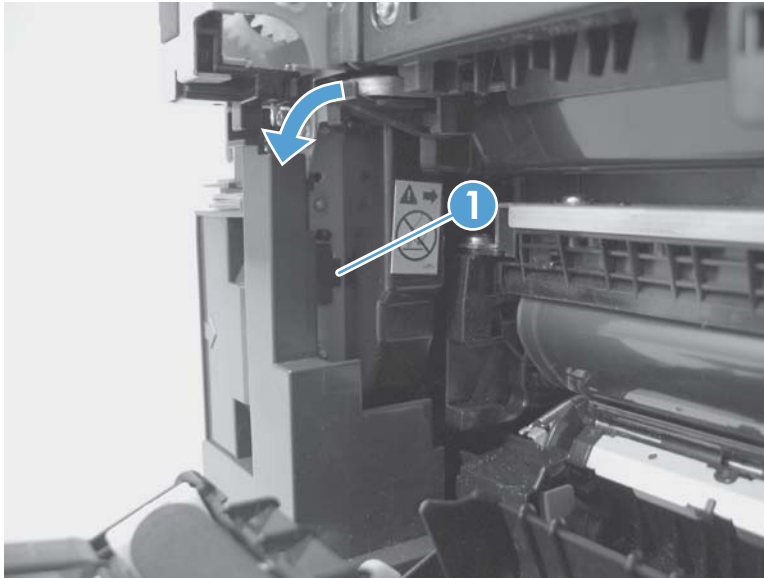
1. Use a pair of needle-nose pliers to release two tabs, and then remove the rear-door link cap. Repeat this step for the remaining rear-door link cap.

Figure 1-37 Remove the rear- lower cover and rear-door links (1 of 6)



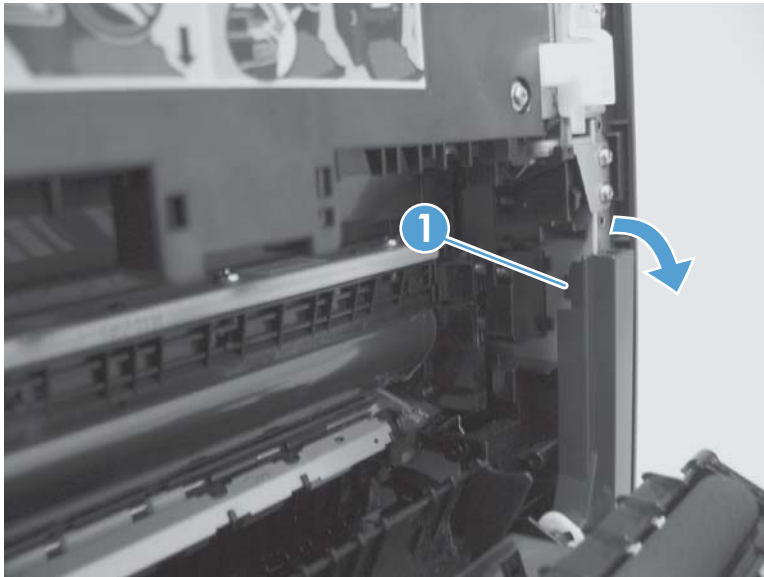
2. Open the duplex-feed assembly, release one tab (callout 1), and then slightly separate the cover from the product.

Figure 1-38 Remove the rear-lower cover and rear-door links (2 of 6)



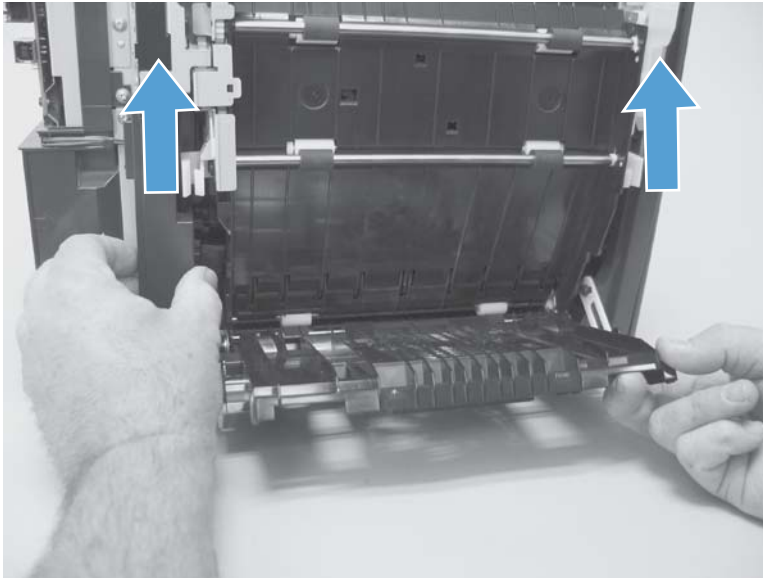
3. Release one tab (callout 1) and slightly separate the cover from the product.

Figure 1-39 Remove the rear-lower cover and rear-door links (3 of 6)



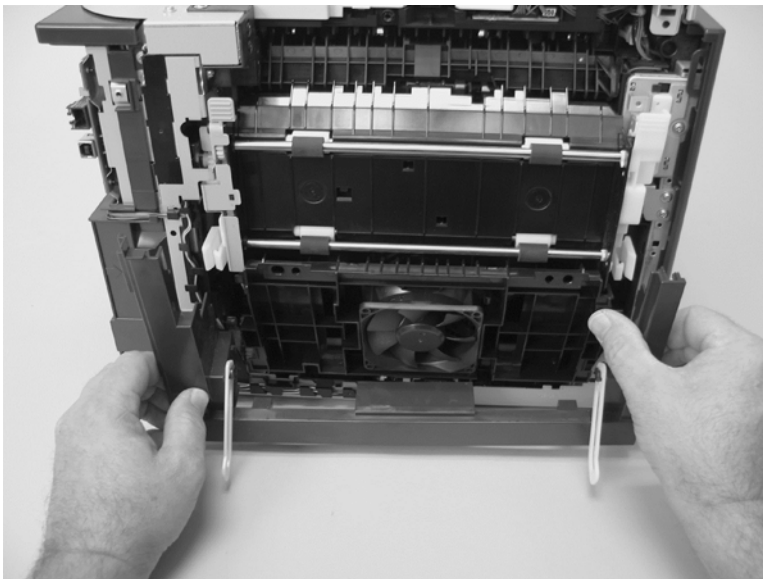
4. Close the duplex assembly, and then lift up on one side of the cover, and then the other side of the cover to release it.

Figure 1-40 Remove the rear-lower cover and link-guides (4 of 6)



5. Slightly lift up the rear-door rib assembly, and then carefully slide the cover away from the product to remove it.

Figure 1-41 Remove the rear-lower cover and link-guides (5 of 6)



6. Rotate the rear-door link until the slot in the link aligns with the tap on the link-hinge pin, and then remove the rear-door link. Repeat this step for the remaining rear-door link.


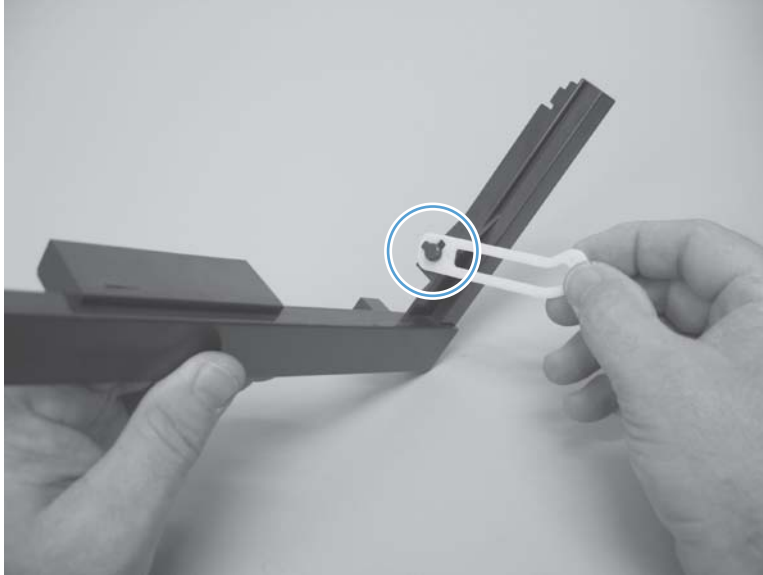
 **NOTE:** If you are installing a replacement rear-lower cover, remove the rear-door links from the discarded cover, and then install them on the replacement cover.

Figure 1-42 Remove the rear-lower cover and rear-door links (6 of 6)



Rear-door rib assembly

Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Rear door. See [Rear door on page 32](#).
- Rear upper cover. See [Rear-upper cover on page 30](#).
- Rear-lower cover. See [Rear-lower cover and rear-door links on page 34](#).

Remove the rear-door rib assembly



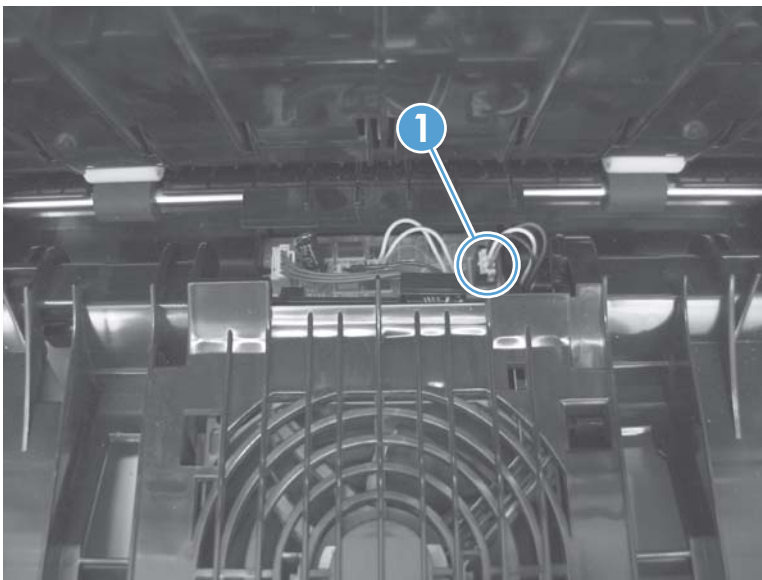
NOTE: The duplex fan (FM2) is a component of the rear-door rib assembly.

1. Disconnect one connector (callout 1).



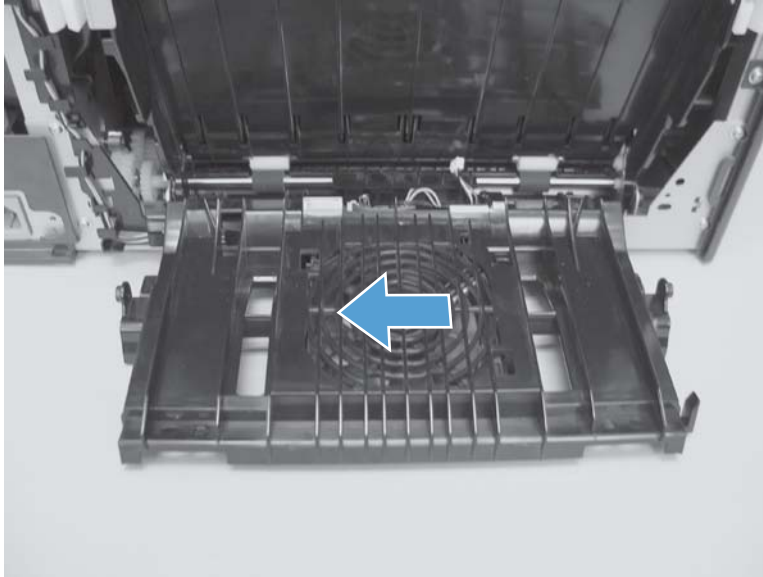
TIP: The PCA can be dislodged when disconnecting the connector. To secure the PCA, carefully push it towards the inside of the product to clear the mounting tabs near the rib assembly (callout 2 shows the PCA correctly positioned under the tabs). Slide the PCA towards the rib assembly to position the edge of the PCA under the mounting tabs.

Figure 1-43 Remove the rear-door rib assembly (1 of 3)



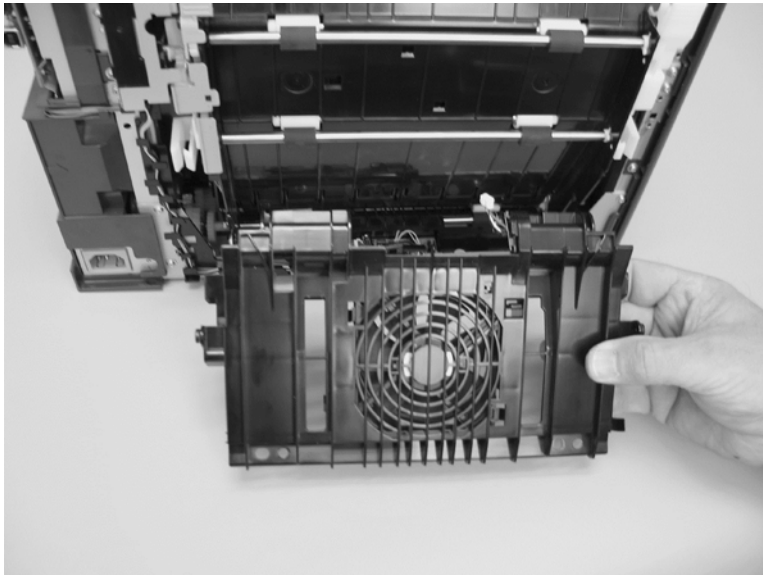
2. Slide the assembly toward the power cable side of the product to release the hinge pin.

Figure 1-44 Remove the rear-door rib assembly (2 of 3)



3. Remove the assembly.

Figure 1-45 Remove the rear-door rib assembly (3 of 3)



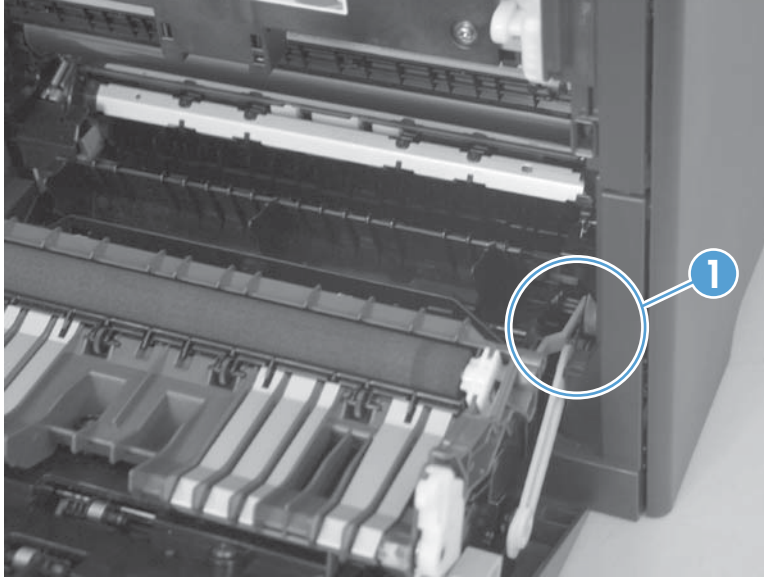
Link guide

The link guide rarely fails and is not a FRU.

The link is attached to the paper guide (callout 1) and the duplexing-feed guide assembly (callout 3).

The interior paper guide is not replaceable. If the link-guide to paper guide attachment fails, you must replace the entire product.

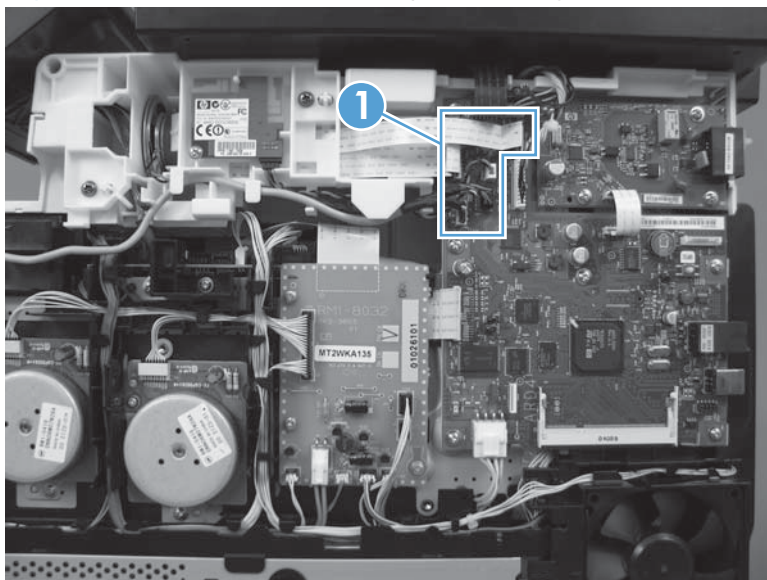
Figure 1-46 Replace the link guide



Control panel and right-arm mount

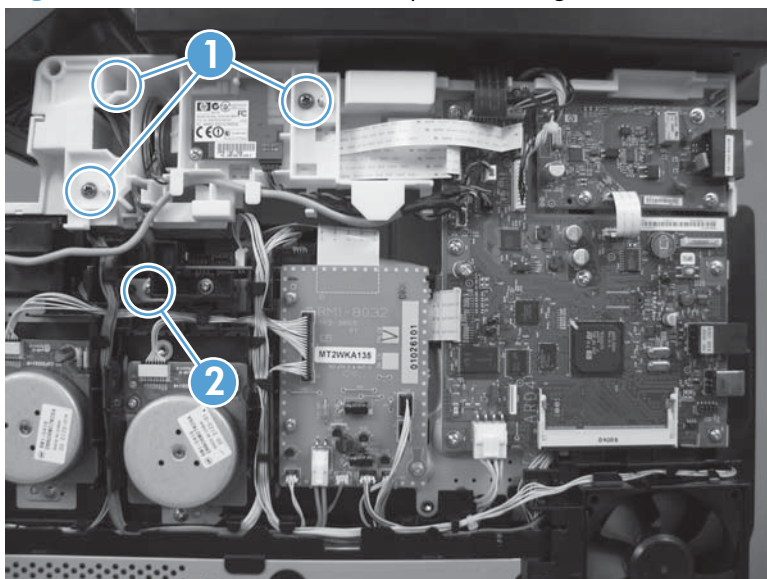
1. Remove the Right cover. See [Right cover on page 23](#).
2. Disconnect two FFCs and three connectors (callout 1) from the formatter PCA. Remove the USB PCA connector from the retainer.

Figure 1-47 Remove the control panel and right-arm mount (1 of 3)



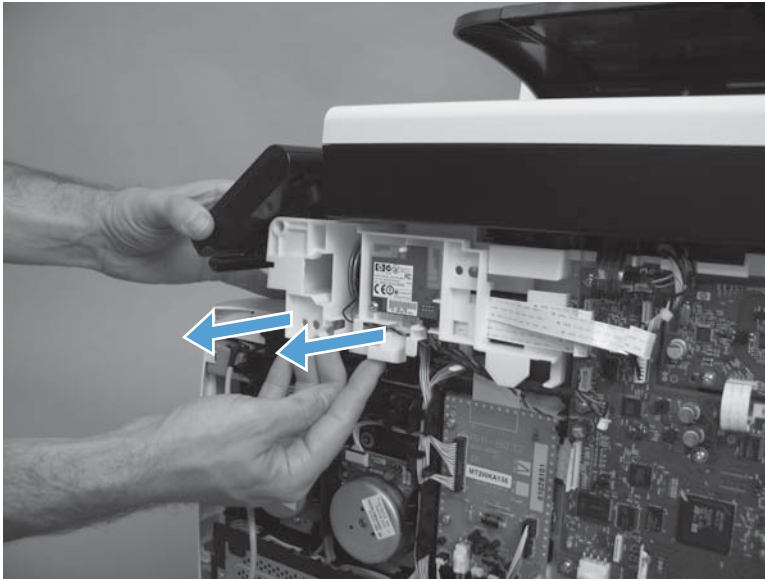
3. Remove three screws (callout 1) and disconnect the ground wire (callout 2).

Figure 1-48 Remove the control panel and right-arm mount (2 of 3)



4. Slide the control panel right-arm mount to the right to remove it from the scanner chassis.

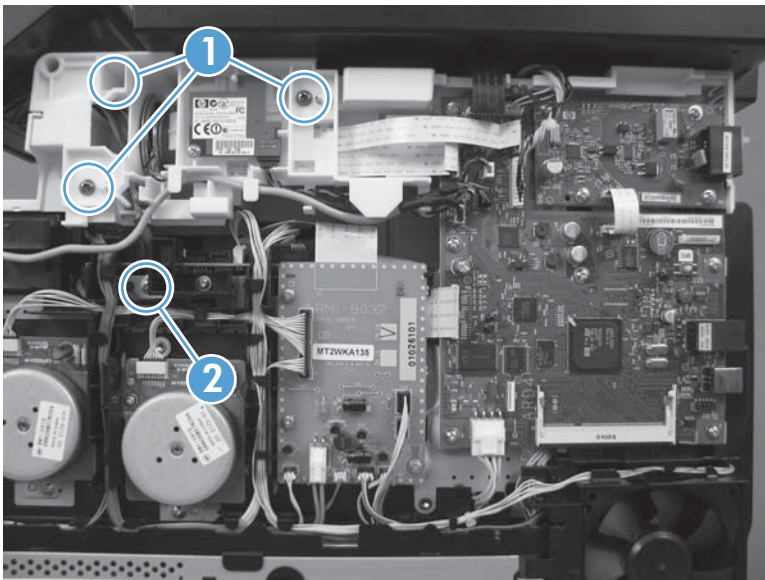
Figure 1-49 Remove the control panel and right-arm mount (3 of 3)



Reinstall the control panel and right-arm mount

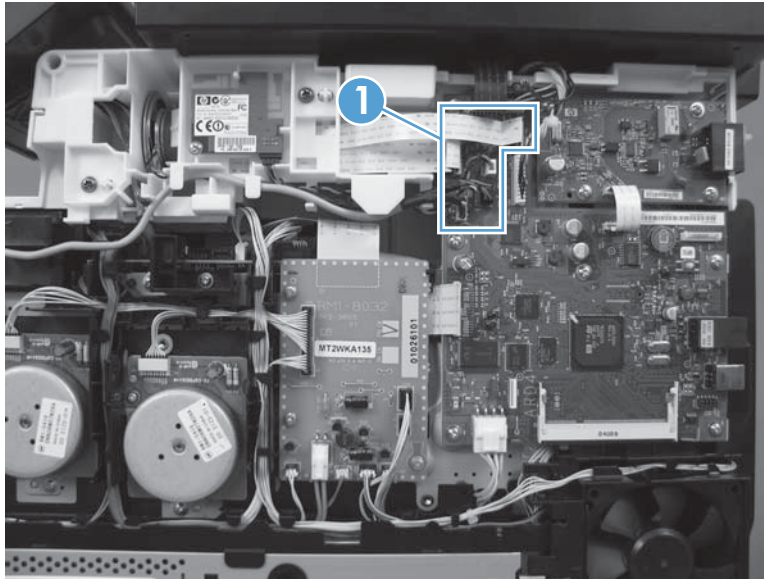
1. Slide the control panel right-arm mount assembly into the mounting points on the scanner chassis.
2. Install three screws (callout 1) and attach the grounding wire (callout 2).

Figure 1-50 Reinstall the control panel and right-arm mount (1 of 2)



3. Attach two FFCs and three connectors (callout 1). Install the USB PCA connector in the retainer.

Figure 1-51 Reinstall the control panel and right-arm mount (2 of 2)



Upper-cover assembly

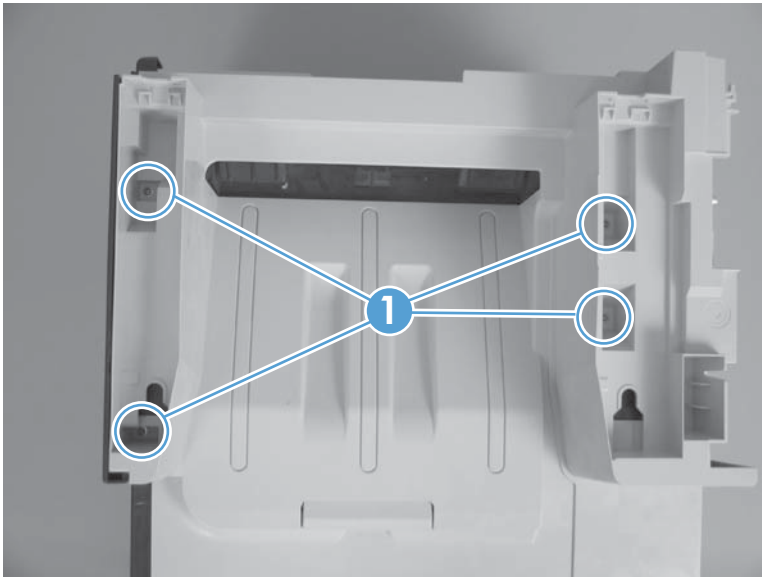
Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Rear upper cover. See [Rear-upper cover on page 30](#).
- Control panel and right-arm mount. See [Control panel and right-arm mount on page 41](#).
- Right-front cover and power button. See [Right-front cover and power button on page 28](#).

Remove the upper-cover assembly

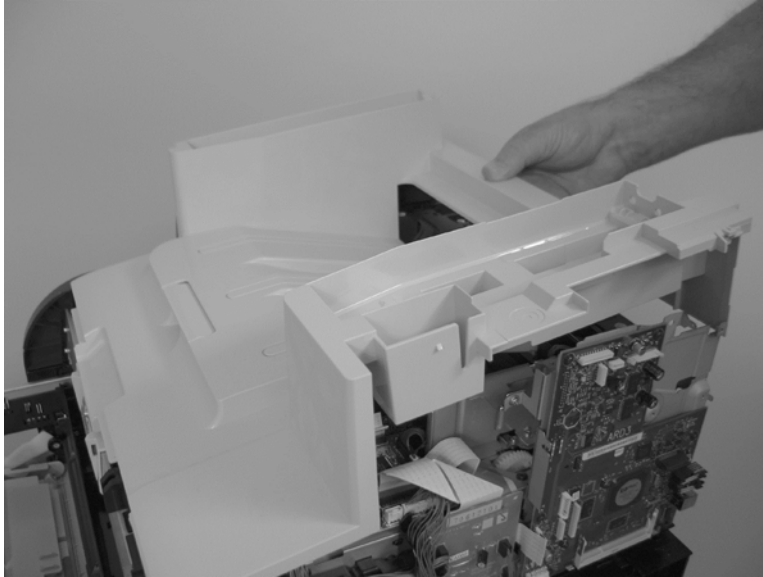
1. Remove four screws (callout 1).

Figure 1-52 Remove the upper-cover assembly (1 of 3)



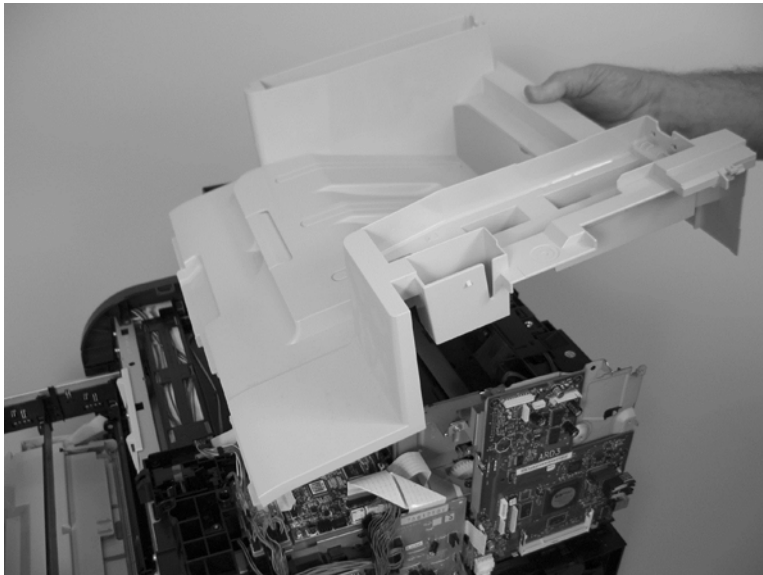
2. Slightly raise the back of the cover up and off of the product.

Figure 1-53 Remove the upper-cover assembly (2 of 3)



3. Slide the cover toward the back of the product to remove it.

Figure 1-54 Remove the upper-cover assembly (3 of 3)



Reinstall the upper-cover assembly

1. Position the upper-cover so that the front-left corner of the upper cover engages the left-side cover (callout 1).

Figure 1-55 Reinstall the upper-cover assembly (1 of 3)



2. Slightly push the cover toward the front of the product to engage the front-locking tabs (callout 1) with the holes in the chassis.


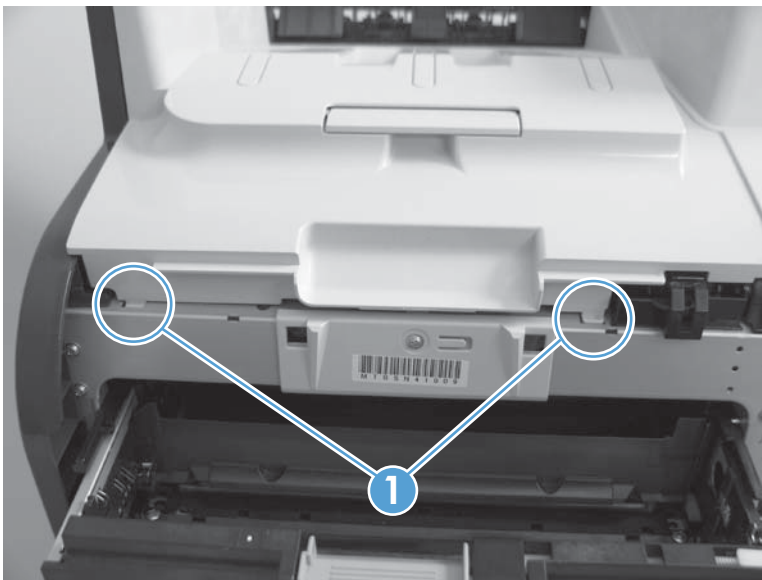
 **NOTE:** Make sure that the right-front edge of the upper cover (where the product right-front cover will be installed) is correctly positioned on the chassis.

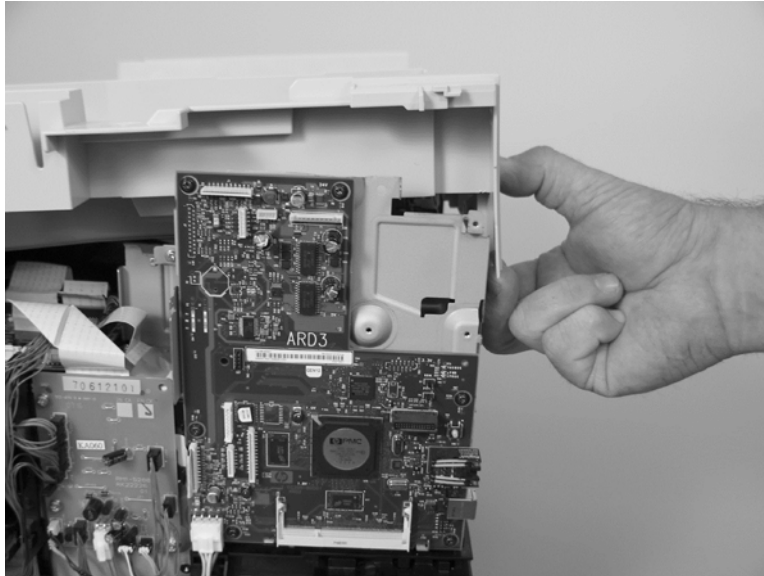
Figure 1-56 Reinstall the upper-cover assembly (2 of 3)



3. Carefully pry the right-rear corner of the upper cover away from the product until the cover fits over the chassis.

Lower the cover onto the product.

Figure 1-57 Reinstall the upper-cover assembly (3 of 3)



Left cover

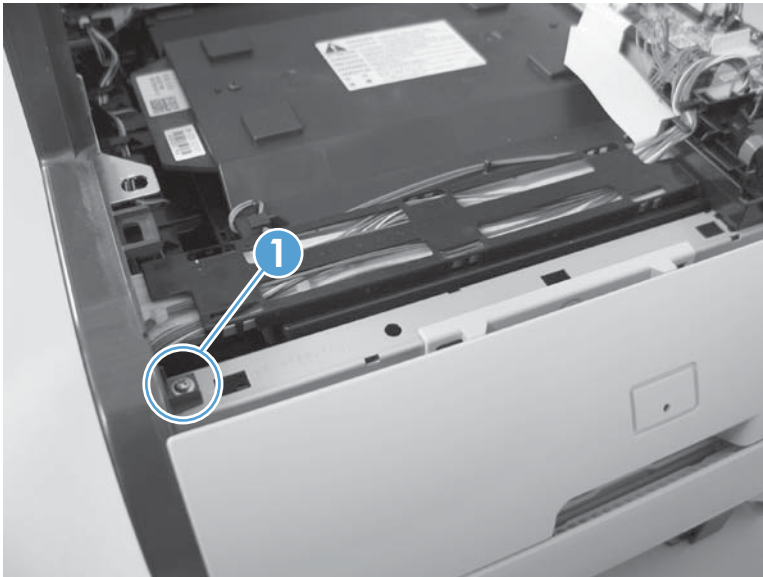
Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Rear-lower cover. See [Rear-lower cover and rear-door links on page 34](#).
- Upper-cover assembly. See [Upper-cover assembly on page 44](#).

Remove the left cover

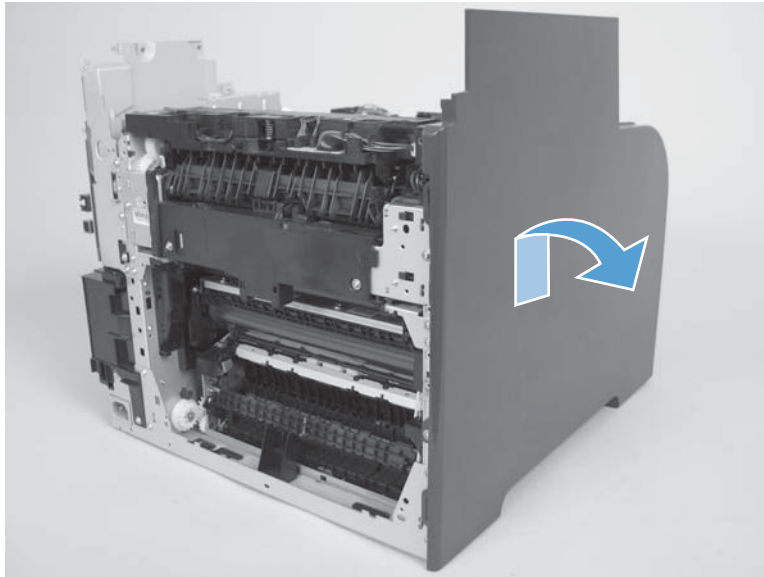
1. Remove one screw (callout 1).

Figure 1-58 Remove the left cover (1 of 3)



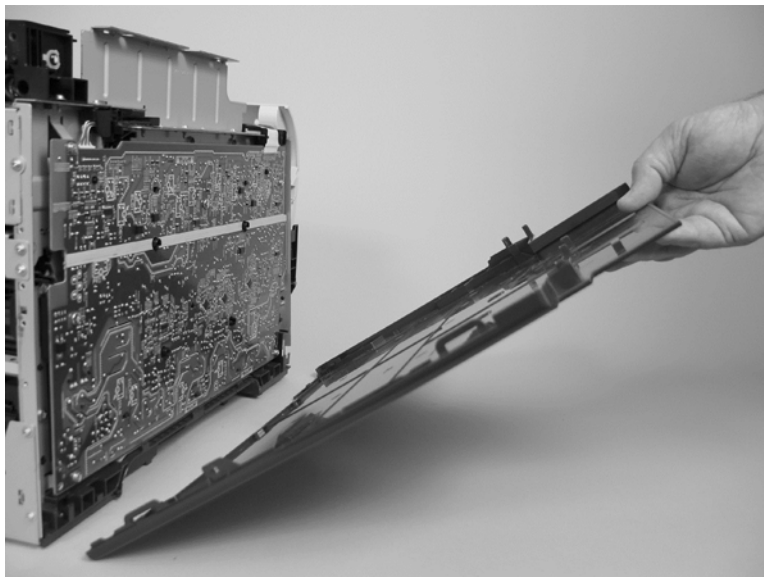
2. Slightly lift up on the cover, and then rotate the top of the cover away from the product.

Figure 1-59 Remove the left cover (2 of 3)



3. Remove the cover.

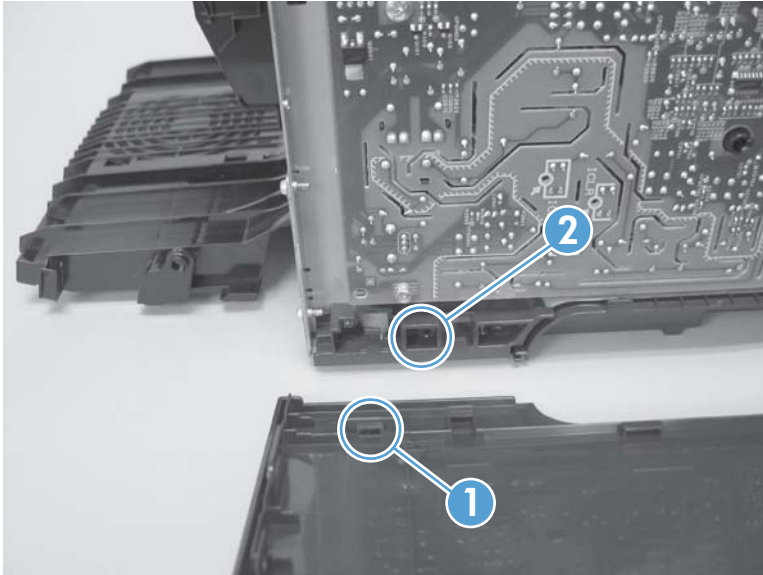
Figure 1-60 Remove the left cover (3 of 3)



Reinstall the left cover

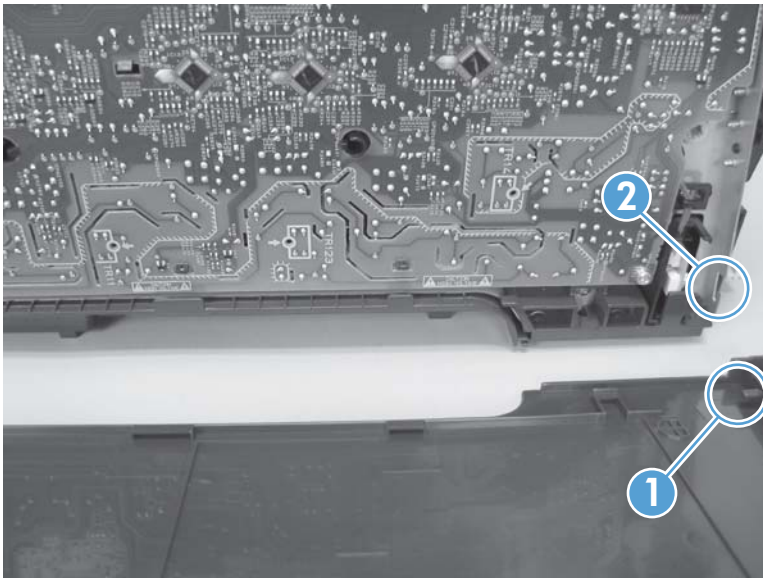
1. When you reinstall the left cover, make sure that the slot in the cover (callout 1) aligns with the tab (callout 2) on the product.

Figure 1-61 Reinstall the left cover (1 of 2)



2. When you reinstall the left cover, make sure that the pin on the cover (callout 1) aligns with the slot (callout 2) in the product.

Figure 1-62 Reinstall the left cover (2 of 2)



Front-door assembly

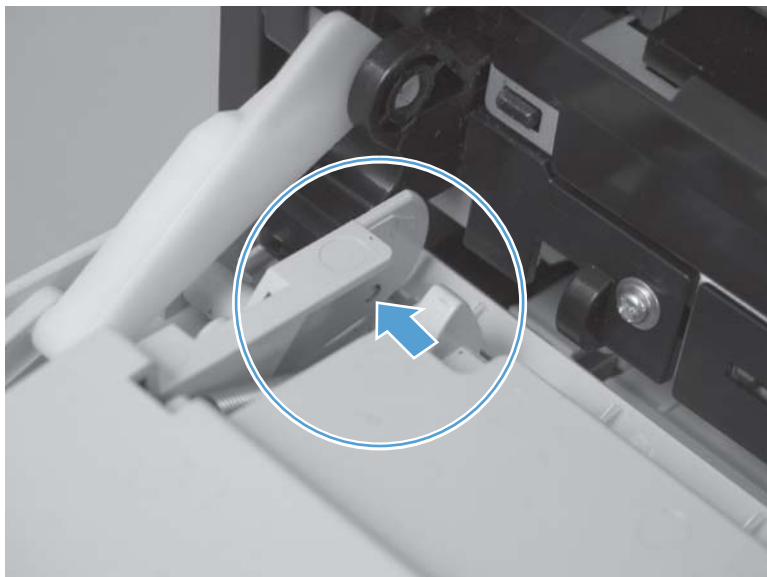
Before proceeding, remove the following components:

- Print-cartridge drawer. See [Print-cartridge drawer on page 20](#).
- Right cover. See [Right cover on page 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Rear-upper cover. See [Rear-upper cover on page 30](#).
- Rear door. See [Rear door on page 32](#).
- Rear-lower cover. See [Rear-lower cover and rear-door links on page 34](#).
- Upper-cover assembly. See [Upper-cover assembly on page 44](#).
- Left cover. See [Left cover on page 48](#).
- Right-front cover. See [Right-front cover and power button on page 28](#).

Remove the front-door assembly

1. Locate the front-door pin on the left-side door link.

Figure 1-63 Remove the front-door assembly (1 of 10)



2. Use a precision point screwdriver to push the left-side door pin out of the link.


 **NOTE:** A precision point screwdriver is required to release the front door pins. The width of the blade must be 2 mm (0.08 in) or less to be able to push the door pins out of the mounting holes.

Figure 1-64 Remove the front-door assembly (2 of 10)



3. Use a precision point screwdriver to push the right-side door pin out of the link.


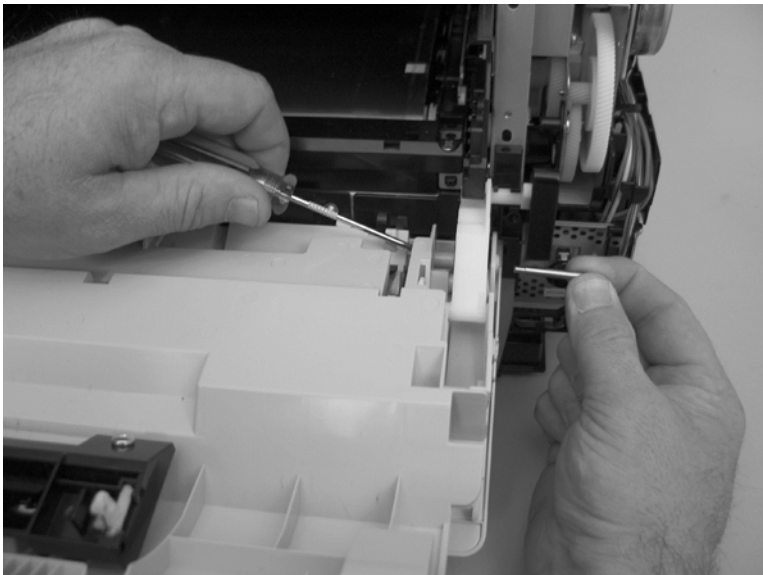
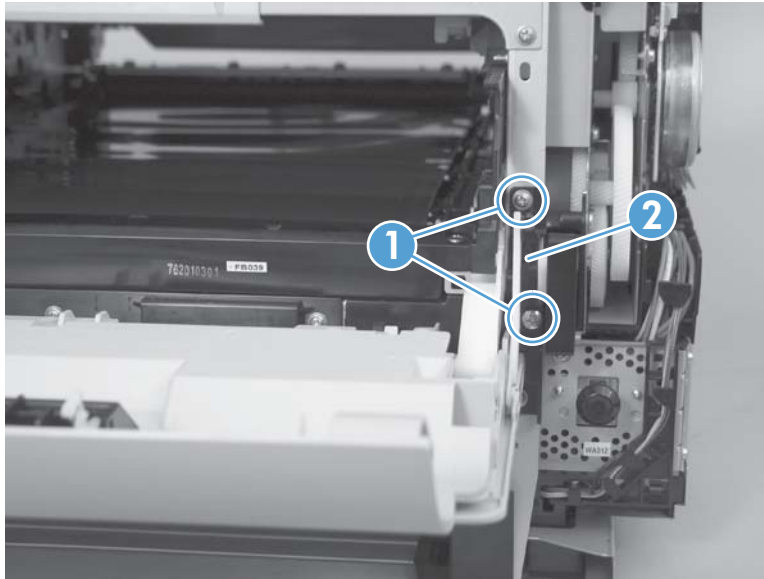
 **NOTE:** A precision point screwdriver is required to release the front door pins. The width of the blade must be 2 mm (0.08 in) or less to be able to push the door pins out of the mounting holes.

Figure 1-65 Remove the front-door assembly (3 of 10)



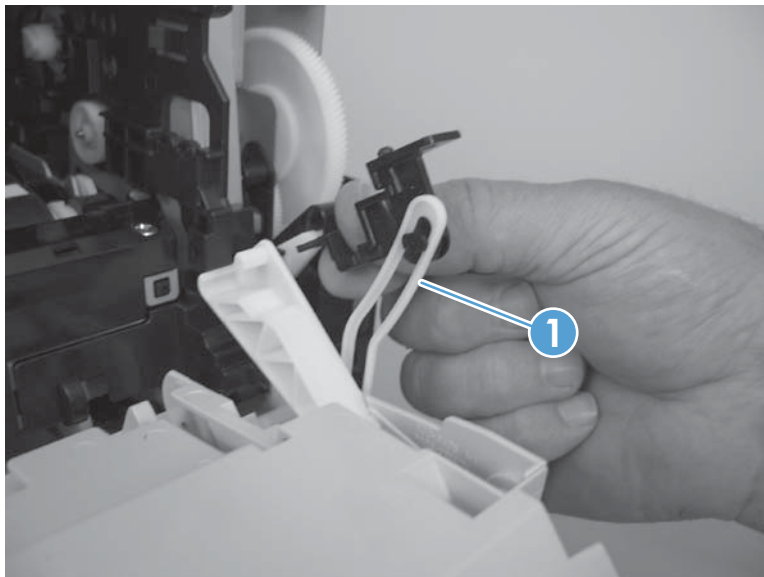
4. Remove two screws (callout 1) and the separate the door bushing (callout 2) from the chassis.

Figure 1-66 Remove the front-door assembly (4 of 10)



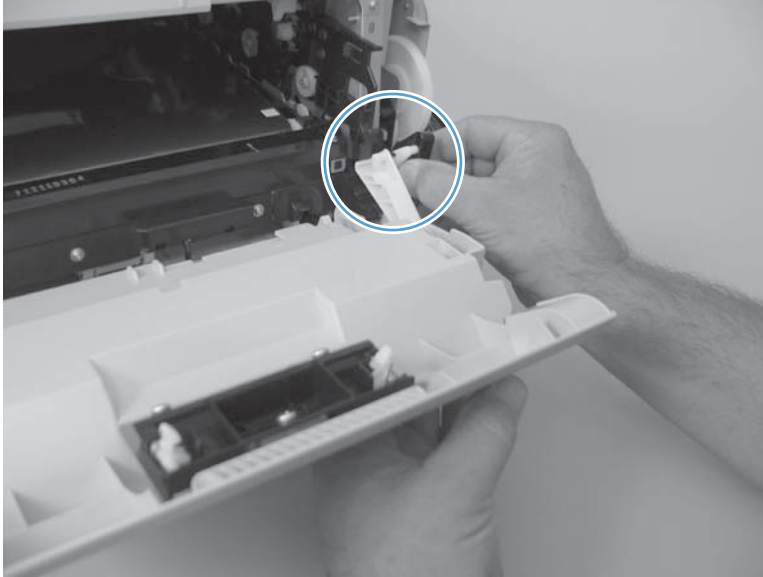
5. Release the bushing from the door-retainer link (callout 1).

Figure 1-67 Remove the front-door assembly (5 of 10)



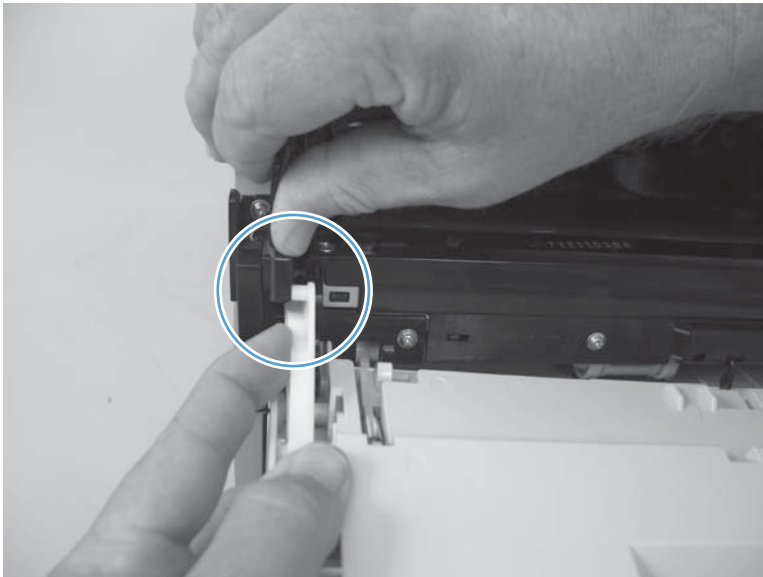
6. Support the door assembly, and carefully release the pin on the right-side link.

Figure 1-68 Remove the front-door assembly (6 of 10)



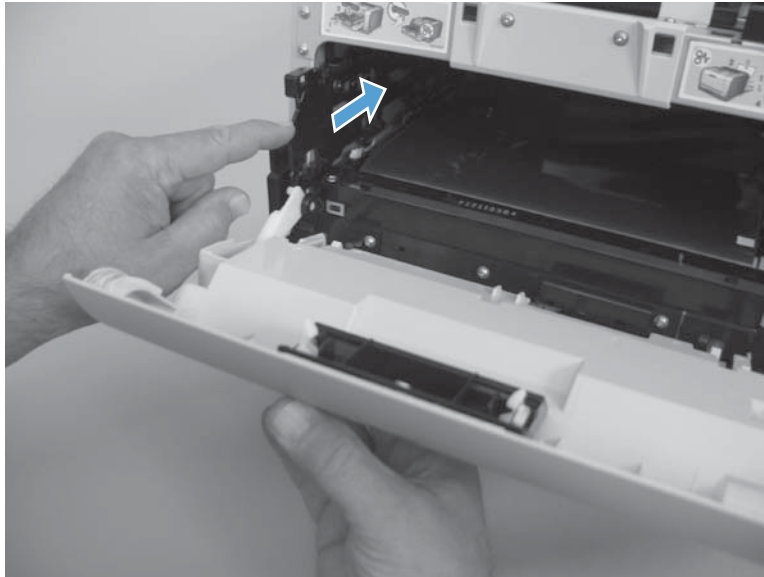
7. Support the door assembly, and carefully release the upper pin on the left-side link.

Figure 1-69 Remove the front-door assembly (7 of 10)



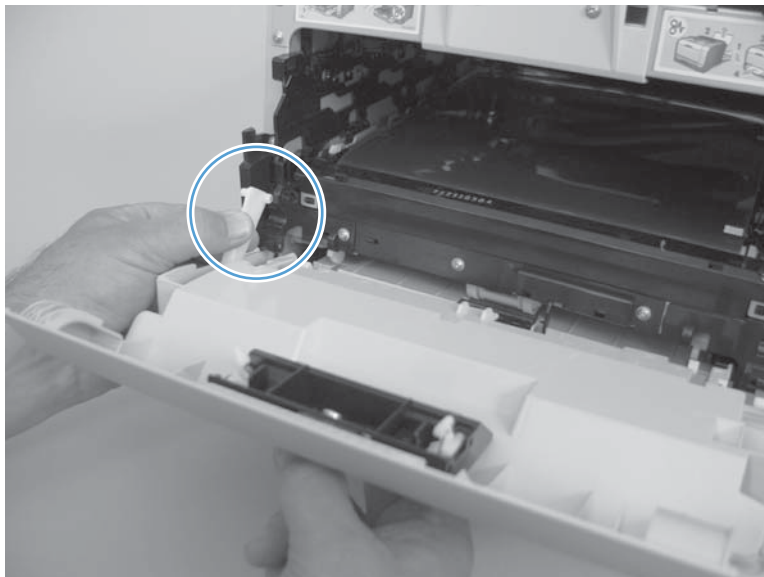
8. Push the black-plastic arm into the product.

Figure 1-70 Remove the front-door assembly (8 of 10)



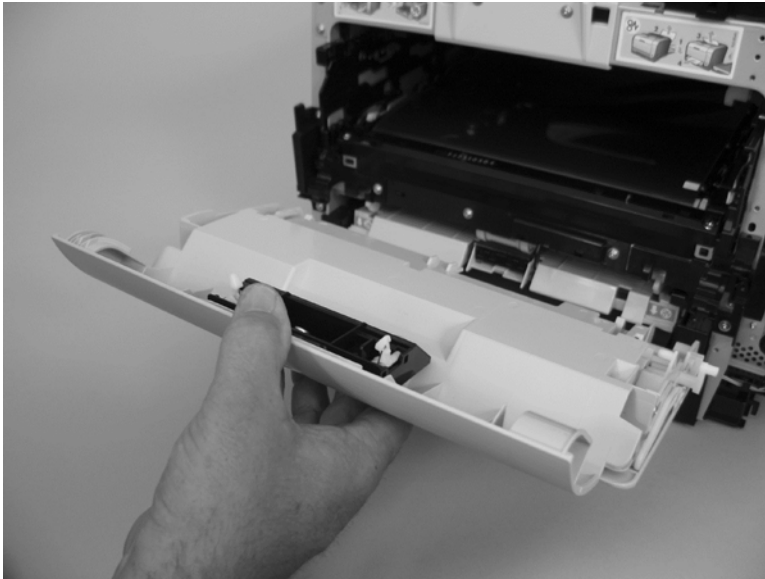
9. Support the door assembly, and carefully release the lower pin on the left-side link.

Figure 1-71 Remove the front-door assembly (9 of 10)



10. Remove the front-door assembly.

Figure 1-72 Remove the front-door assembly (10 of 10)

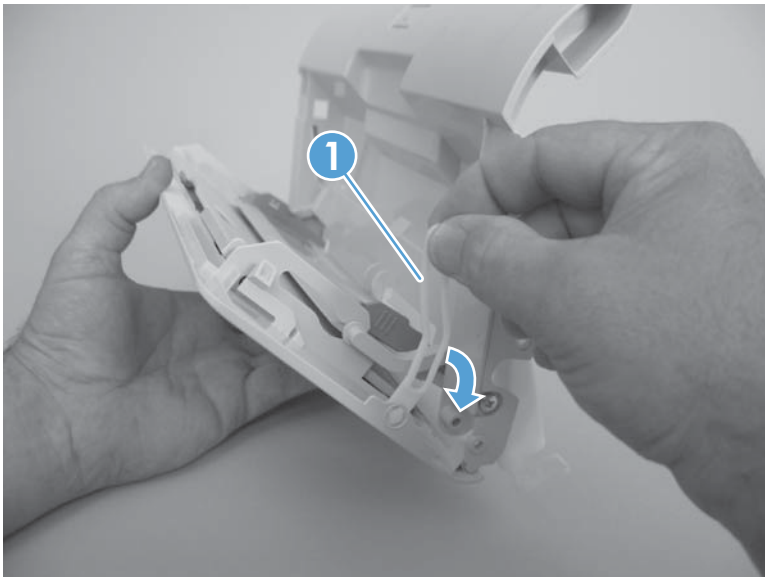


Reinstall the front-door assembly

Use this procedure if you are installing a *replacement* front-door assembly.

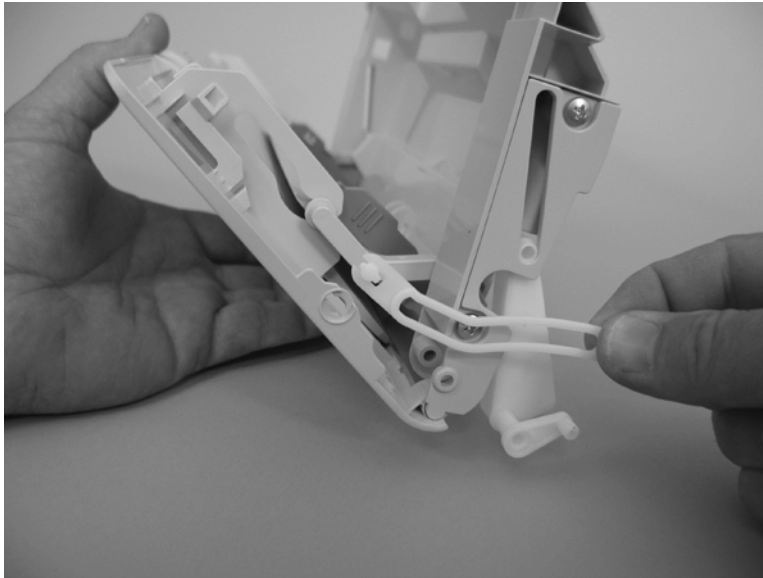
1. Open Tray 1, and then rotate the retainer arm (callout 1) until the tabs on the arm-hinge pin align with the slots in the mounting hole on Tray 1.

Figure 1-73 Reinstall the front-door assembly (1 of 2)



2. Remove the retainer arm from the door assembly, and then install it on the replacement door assembly.

Figure 1-74 Reinstall the front-door assembly (2 of 2)



Intermediate transfer belt (ITB)

1. Remove the print-cartridge drawer. See [Print-cartridge drawer on page 20](#).
2. Open the front door, and then remove two screws (callout 1).

Figure 1-75 Remove the ITB (1 of 6)



3. Carefully rotate the color-misregistration sensor away from the ITB.

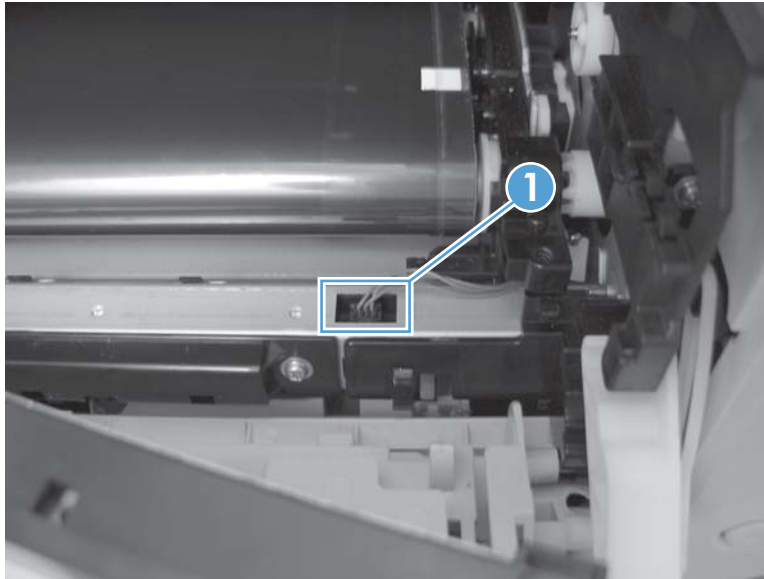
CAUTION: The sensor is still attached to the product and cannot be completely removed.

Figure 1-76 Remove the ITB (2 of 6)



4. Disconnect one connector (callout 1).

Figure 1-77 Remove the ITB (3 of 6)



5. Carefully lift up on the front of the ITB to release it.

CAUTION: Avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems. Lift the ITB as shown below, by using the hard-plastic edges of the ITB.

Figure 1-78 Remove the ITB (4 of 6)

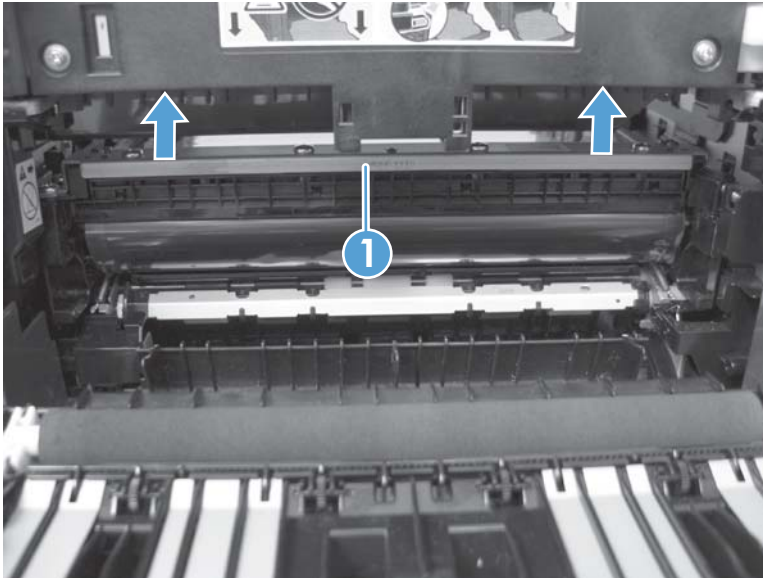


6. Open the rear door, and carefully lift up on the sheet-metal portion (callout 1) of the ITB to release it.

CAUTION: Avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems.

NOTE: You might need to reach in through the front door and support the front portion of the ITB to keep it from falling back into place as you perform this step.

Figure 1-79 Remove the ITB (5 of 6)



7. Carefully pull the ITB straight out of the product to remove it.

CAUTION: Avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems. Handle the ITB as shown below.

Figure 1-80 Remove the ITB (6 of 6)



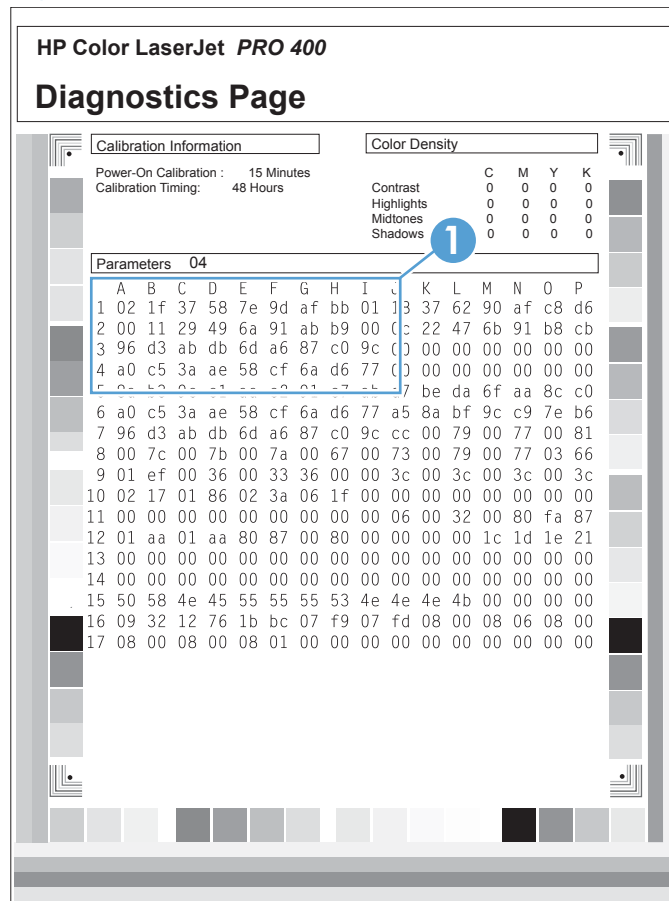
Reinstall the ITB

Use this procedure to verify that the ITB is correctly reinstalled.

1. Use the control panel to print the diagnostics pages.
2. Verify that rows **one** through **four**, columns **A** through **I** (callout 1) contain hexadecimal numbers.

If these rows and columns are all zero, ensure that the calibration sensor was correctly reinstalled. The sensor must be correctly positioned and fit securely against the chassis before the mounting screws are installed. See [1](#) and [2](#).

Figure 1-81 Reinstall the ITB



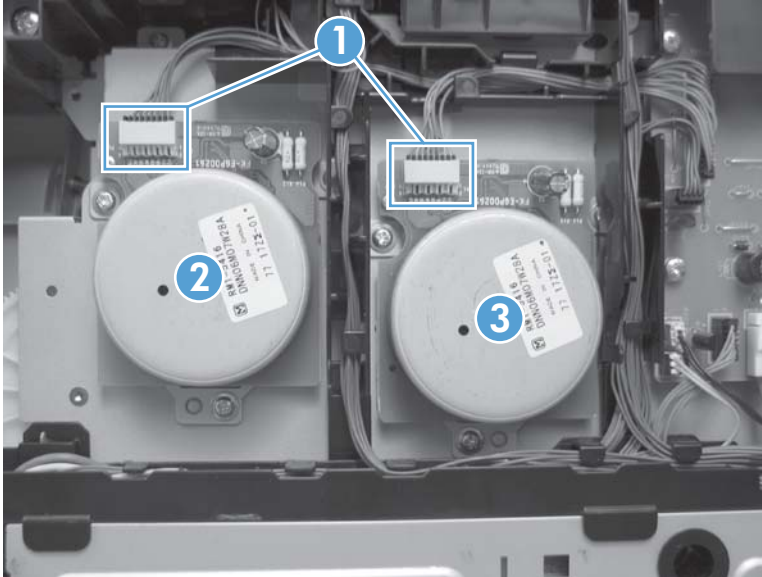
Drum motor (M1) and developer motor (M2)

This procedure can be used to remove the drum motor (M1) or the developer motor (M2). HP does not recommend removing both of the motors at the same time.

1. Remove the right cover. See [Right cover on page 23](#).
2. Disconnect one connector (callout 1) for motor M1 or motor M2.

 **NOTE:** The drum motor (callout 2) is motor M1. The developer motor (callout 3) is motor M2.

Figure 1-82 Remove motor M1 and motor M2 (1 of 6)



3. Remove one screw (callout 1), and then remove the black-plastic retainer (callout 2).


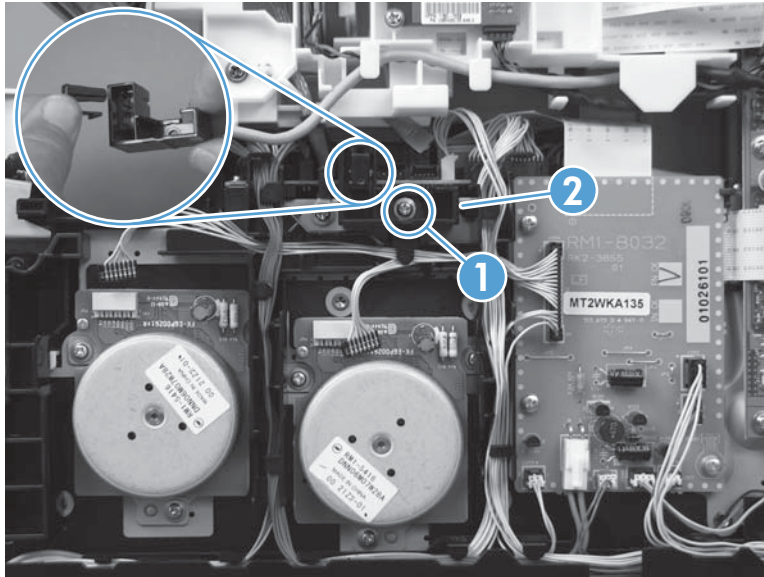

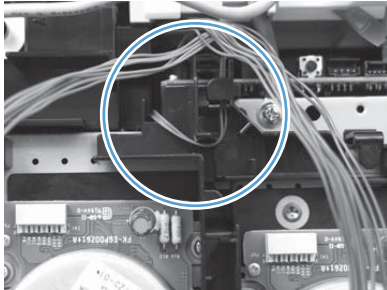
 **NOTE:** There is a small clip—the clip is used to activate the engine test button—attached to the retainer that can be easily dislodged when the retainer is removed. Do not lose this clip when handling the retainer.

Figure 1-83 Remove motor M1 and motor M2 (2 of 6)



4. Release the wire harnesses from the retainer (callout 1).

 **NOTE:** One of the wire harnesses—behind the drum motor wire harness—is difficult to release from the retainer. Be careful to not damage this wire harness when releasing it.




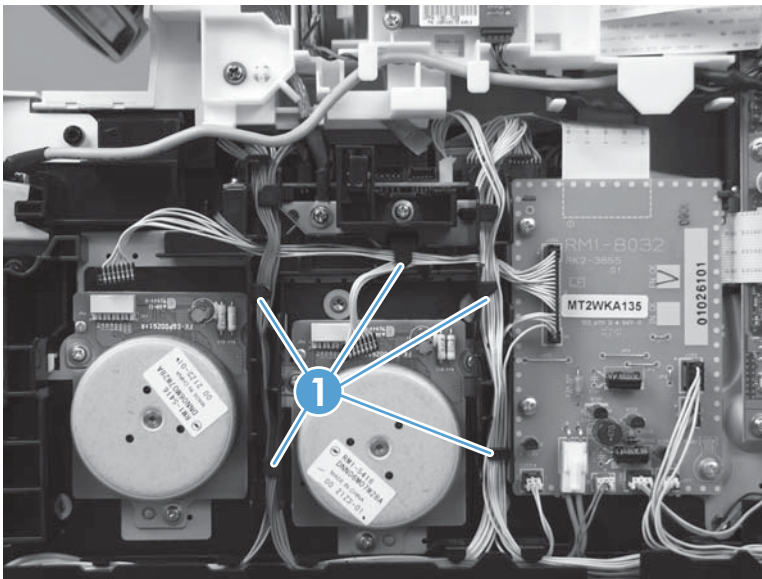
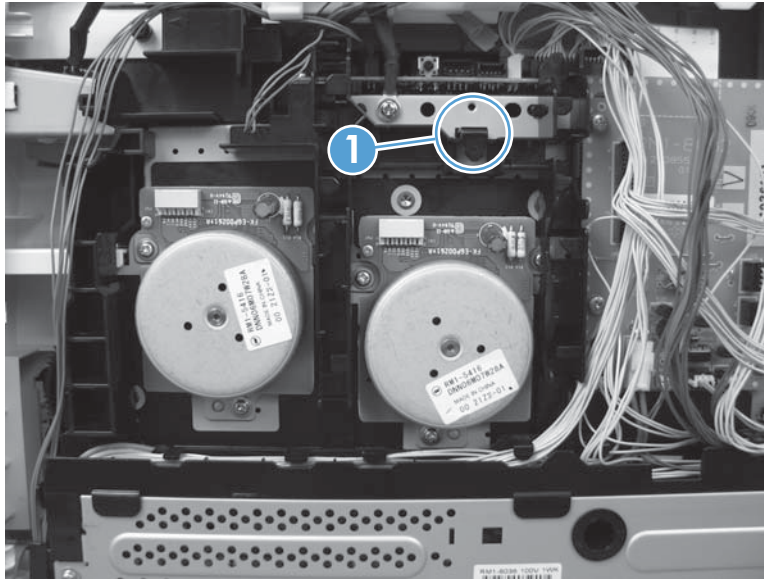
 **TIP:** Additional connectors might need to be disconnected to release the wire harnesses from the retainer.

Figure 1-84 Remove motor M1 and motor M2 (3 of 6)



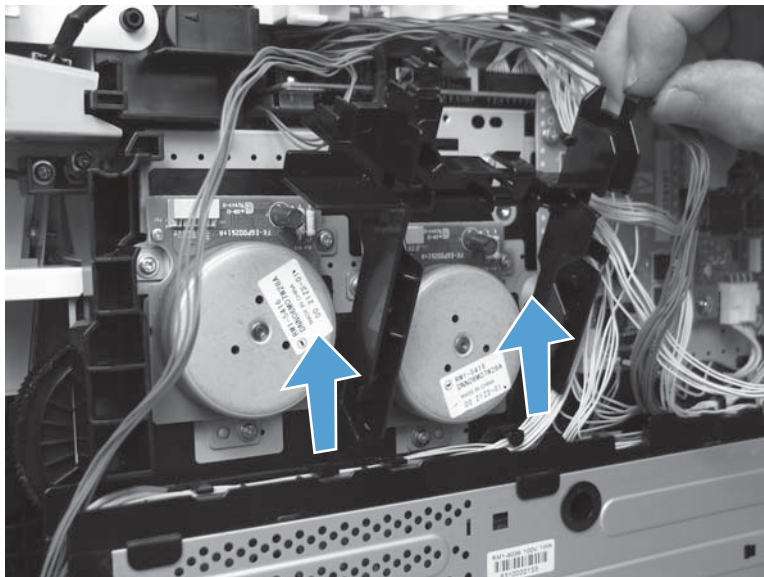
5. Release one tab (callout 1).

Figure 1-85 Remove motor M1 and motor M2 (4 of 6)



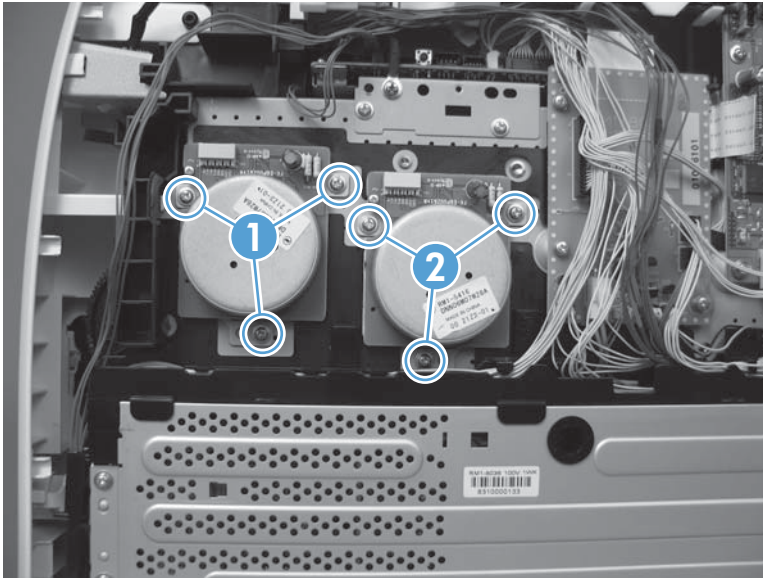
6. Rotate the top of the retainer away from the chassis, and then lift it up to remove it.

Figure 1-86 Remove motor M1 and motor M2 (5 of 6)



7. Remove three screws (callout 1) to remove motor M1, or remove three screws (callout 2) to remove motor M2.

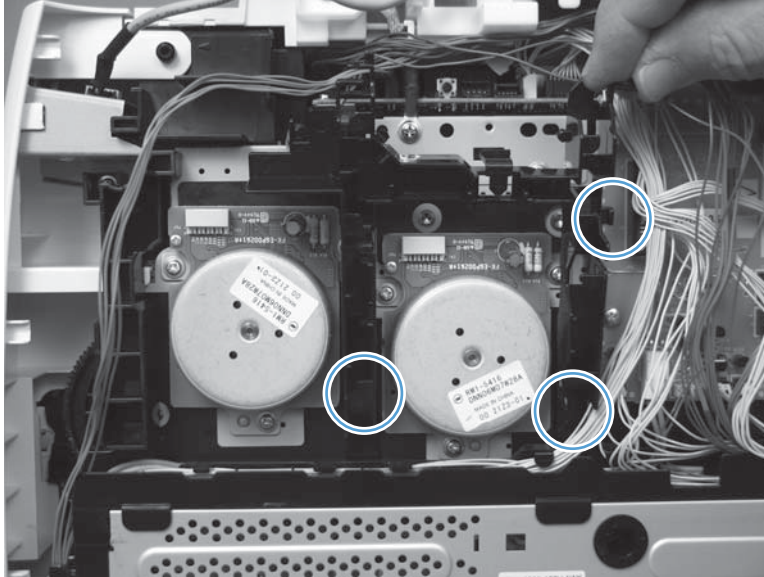
Figure 1-87 Remove motor M1 and motor M2 (6 of 6)



Reinstall the drum motor (M1) and developer motor (M2)

When the motor wire harness retainer is reinstalled, the two tabs at the bottom of the retainer must be positioned behind the retainer on the low-voltage power supply. The tab at the side of motor wire harness retainer must be positioned behind the PCA next to motor M2.

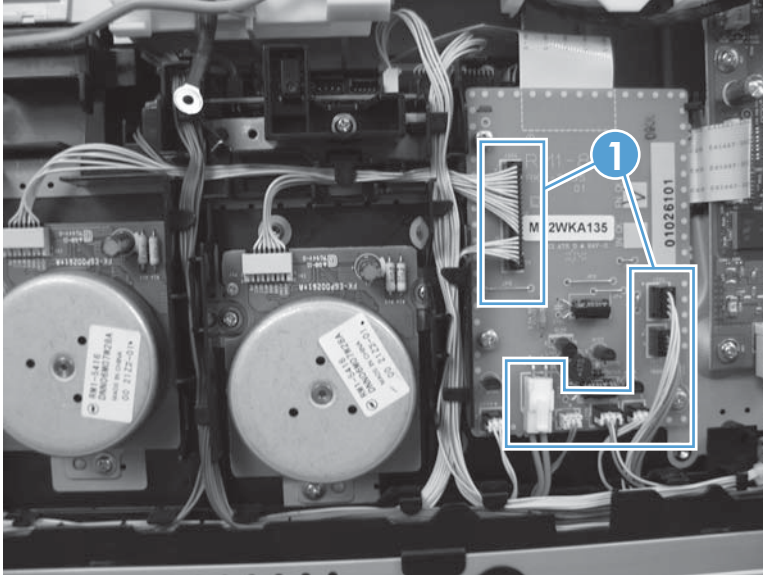
Figure 1-88 Reinstall the motor M1 and motor M2 wire-harness retainer



Intermediate PCA

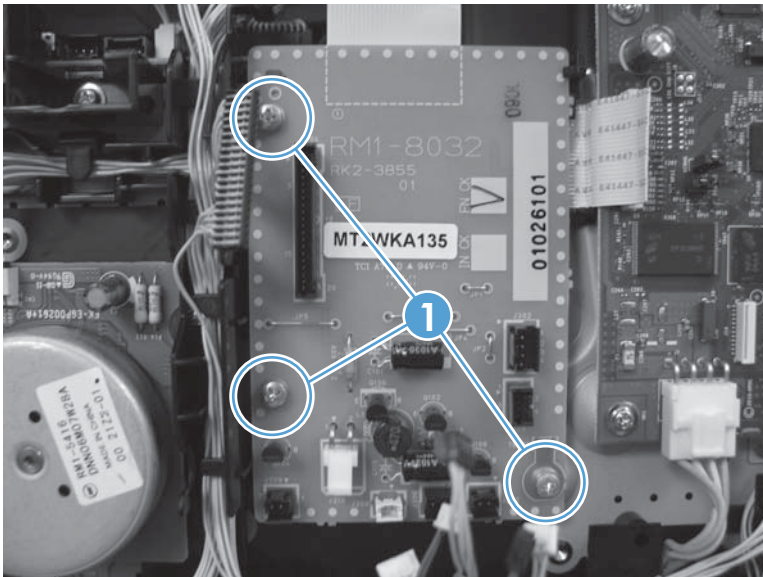
1. Remove the right cover. See [Right cover on page 23](#).
2. Disconnect all of the connectors and one FFC (callout 1) on the PCA.

Figure 1-89 Remove the Intermediate PCA (1 of 2)




3. Remove three screws (callout 1) , and then remove the intermediate PCA.

Figure 1-90 Remove the Intermediate PCA (2 of 2)



Formatter PCA and fax PCA

 **WARNING!** Do not install a *replacement* formatter PCA and DC controller PCA at the same time.


The formatter PCA and the DC controller PCA store important product configuration information (NVRAM data) that is lost if both PCAs are replaced at the same time. When the product power is turned on, the DC controller restores the NVRAM data on the replacement formatter.

Replacing both the formatter and the DC controller at the same time will result in severe print-quality problems.


 **NOTE:** The base model does not have a fax card installed.

Replacing the formatter PCA before the DC controller PCA

Use the following procedure if you need to install a replacement formatter PCA *and* a replacement DC controller.


 **NOTE:** If you are only installing a replacement formatter PCA, go to [Remove the formatter PCA and fax PCA on page 69](#).


1. Install a replacement formatter PCA.
2. Turn the product on, and wait for the print-cartridge volume indicators to appear on the control-panel display.

 **NOTE:** This allows important product information to be written to the replacement formatter PCA.

3. Turn the product off.
4. Install a replacement DC controller. See [DC controller PCA on page 73](#).
5. Turn the product on.

Remove the formatter PCA and fax PCA

 **CAUTION:** Do not bend or fold the flat flexible cables (FFCs) during removal or installation. Also, do not straighten pre-folds in the FFCs. You *must* make sure that all FFCs are fully seated in their connectors. Failure to fully seat an FFC into a connector can cause a short circuit in a PCA.

 Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.

 **NOTE:** The base model does not have a fax PCA.

1. Remove the right cover. See [Right cover on page 23](#).

2. Disconnect all of the connectors (callout 1).

Figure 1-91 Remove the formatter (1 of 4; base model)

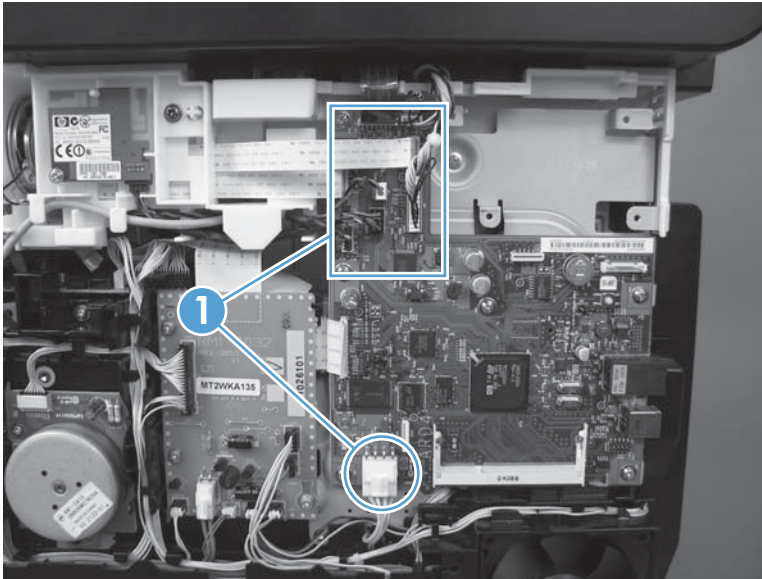
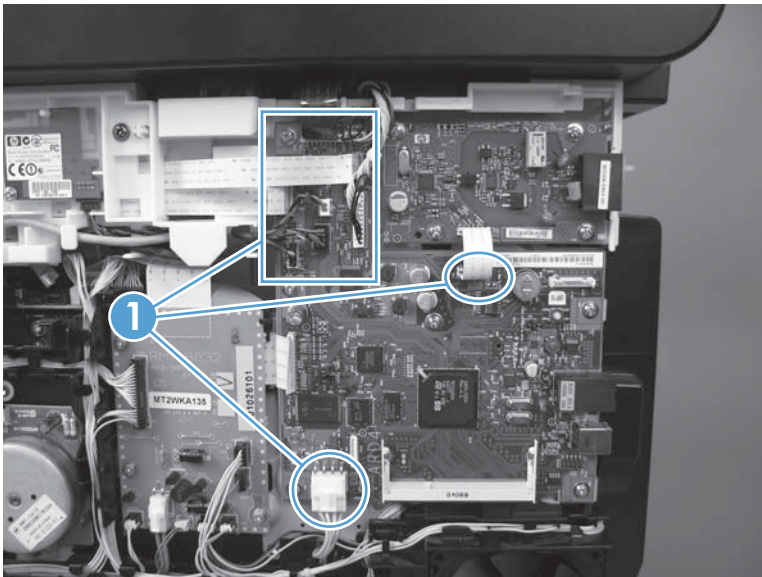


Figure 1-92 Remove the formatter (2 of 4; fax model)



3. Remove six screws for the base model or ten screws (callout 1) for the fax model, and then remove the formatter PCA and the fax PCA.


 **NOTE:** The base model does not have a fax PCA.

Figure 1-93 Remove the formatter (3 of 4; base model)

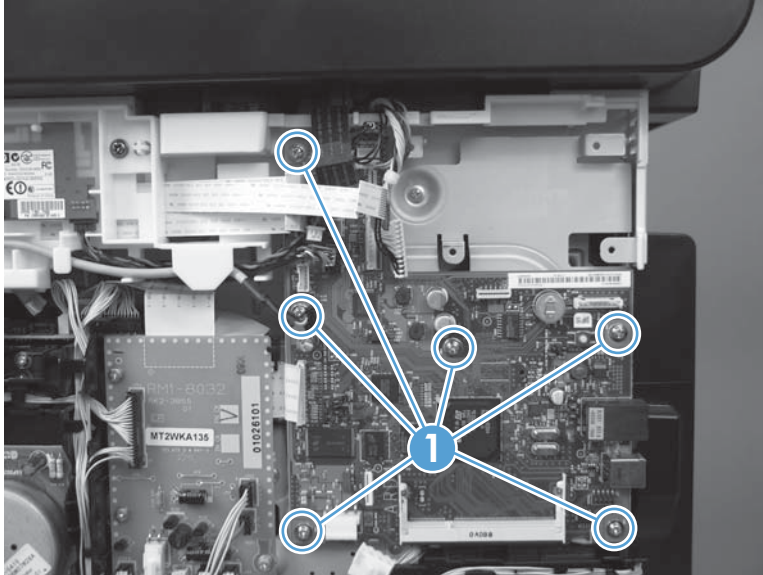
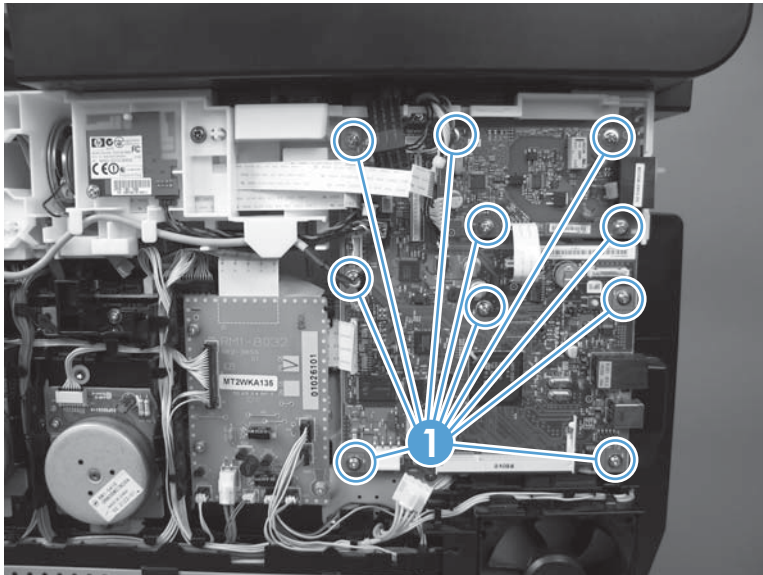


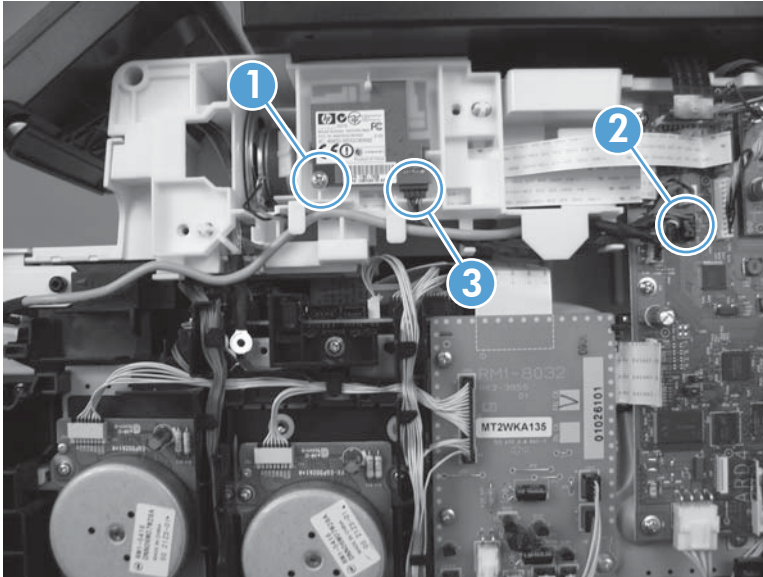
Figure 1-94 Remove the formatter (4 of 4; fax model)



Wireless PCA

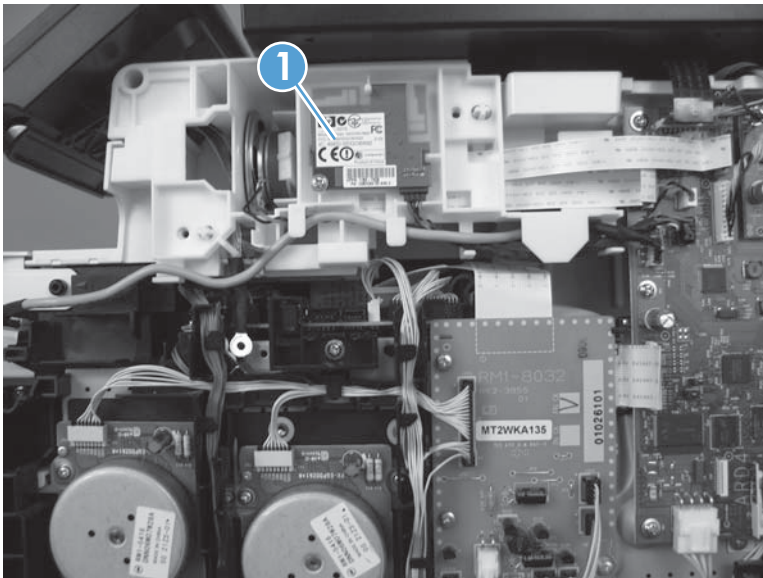
1. Remove the right cover. See [Right cover on page 23](#)
2. Remove one screw (callout 1). Disconnect one connector (callout 2) at the formatter PCA if you are removing the wireless PCA, or disconnect one connector (callout 3) if you are replacing the wireless PCA.

Figure 1-95 Remove the wireless PCA (1 of 2)




3. Remove the wireless PCA (callout 1).

Figure 1-96 Remove the wireless PCA (2 of 2)



DC controller PCA

 **WARNING!** Do not install a *replacement* formatter PCA and a *replacement* DC controller PCA at the same time.

The formatter PCA and the DC controller PCA store important product configuration information (NVRAM data) that is lost if both PCAs are replaced at the same time. When the product power is turned on, the formatter restores the NVRAM data to a replacement DC controller.

Replacing both the DC controller and the formatter at the same time will result in severe print-quality problems.

Replacing the DC controller PCA before the formatter PCA

Use the following procedure if you need to install a replacement DC controller *and* a replacement formatter PCA.

1. Install a replacement DC controller PCA.
2. Turn the product on, and wait for the print-cartridge volume indicators to appear on the control-panel display.



NOTE: This allows important product information to be written to the replacement DC controller PCA.

3. Turn the product off.
4. Install a replacement formatter PCA. See [Formatter PCA and fax PCA on page 69](#).
5. Turn the product on.

Before you proceed, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Upper cover. See [Upper-cover assembly on page 44](#).

Remove the DC controller PCA

CAUTION: Do not bend or fold the flat flexible cables (FFCs) during removal or installation. Also, do not straighten pre-folds in the FFCs. You *must* make sure that all FFCs are fully seated in their connectors. Failure to fully seat an FFC into a connector can cause a short circuit in a PCA.



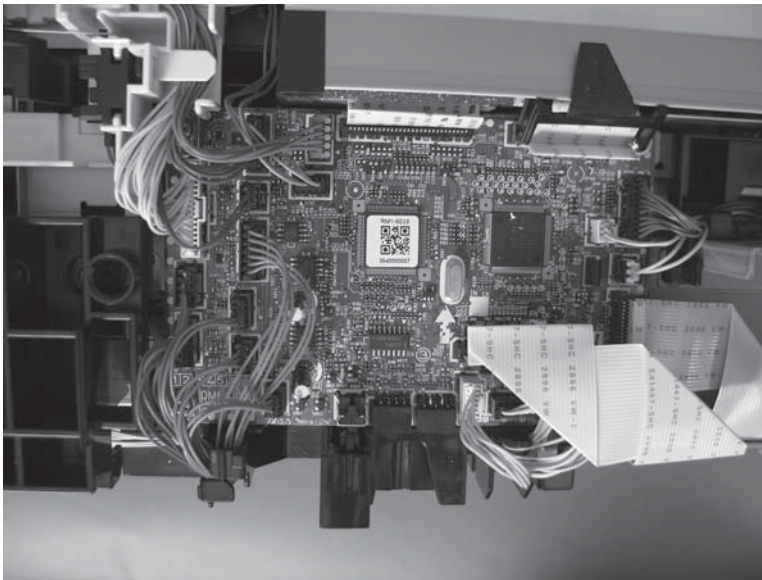
Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.

1. Disconnect all of the connectors.



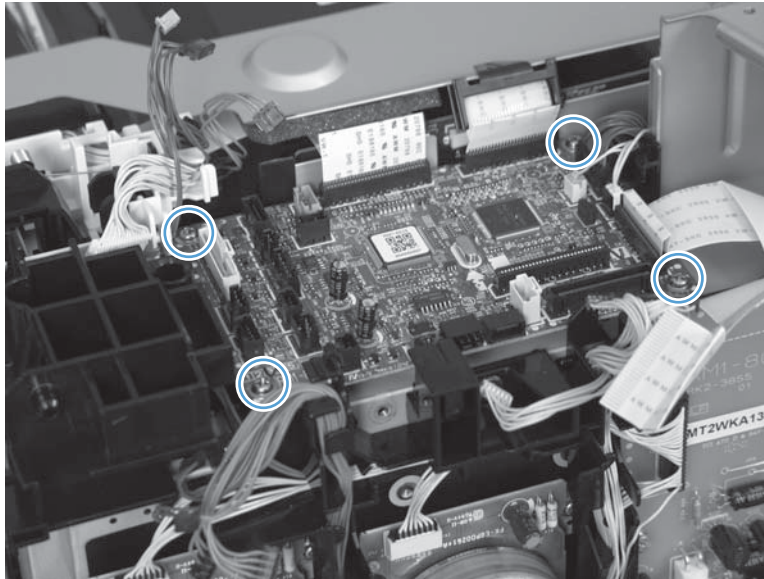
NOTE: The DC controller is located along the top right of the product.

Figure 1-97 Remove the DC controller PCA (1 of 2)



2. Remove four screws (callout 1) and then remove the DC controller PCA.

Figure 1-98 Remove the DC controller PCA (2 of 2)



Fuser-motor assembly

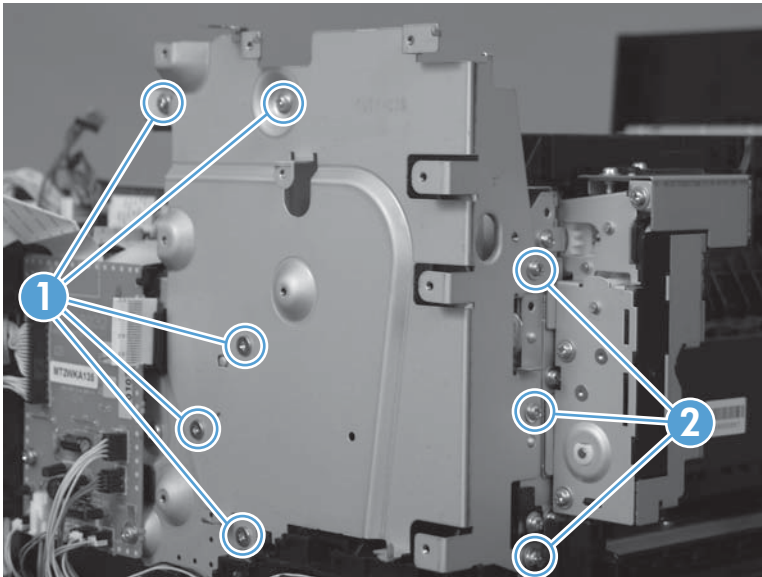
Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Control panel and right-arm mount. See [Control panel and right-arm mount on page 41](#).
- Formatter and fax PCAs. See [Formatter PCA and fax PCA on page 69](#).
- Rear-upper cover. See [Rear-upper cover on page 30](#).

Remove the fuser-motor assembly

1. Remove 5 screws (callout 1) and 3 screws (callout 2).

Figure 1-99 Remove the fuser-motor assembly (1 of 6)



2. Remove three screws (callout 1) and release the wire harness from the retainer. Remove the fan assembly.


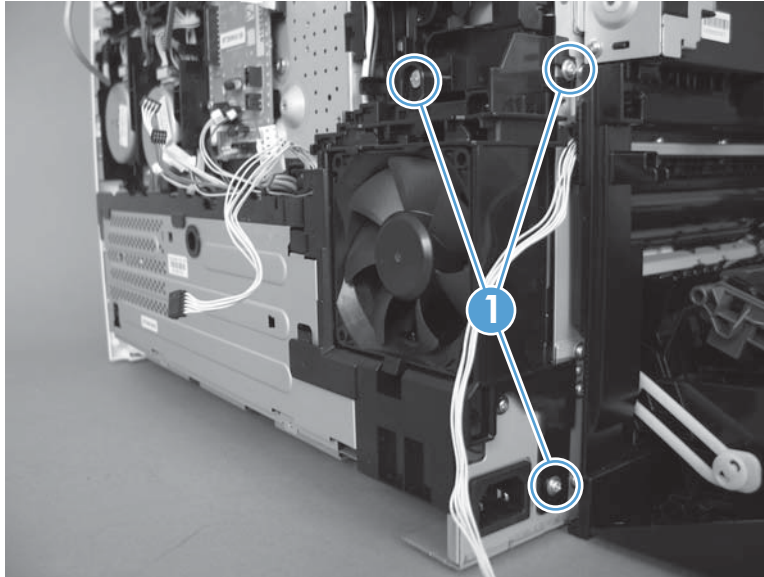
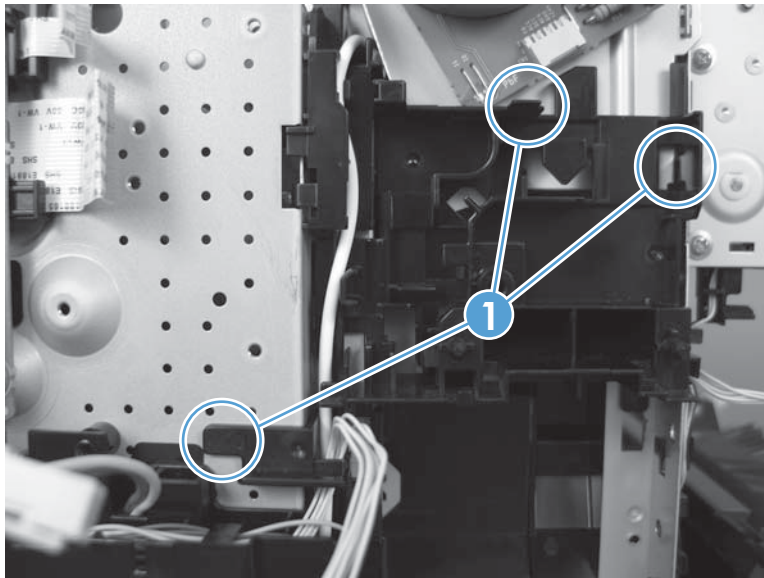
 **NOTE:** The fan assembly is still attached to the product. Move the fan assembly off to one side.

Figure 1-100 Remove the fuser-motor assembly (2 of 6)



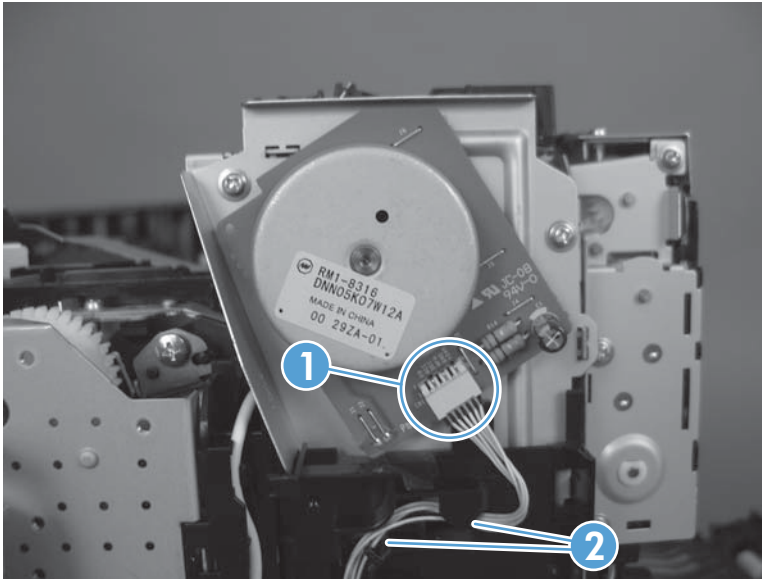
3. Release three tabs (callout 1), and then remove the retainer.

Figure 1-101 Remove the fuser-motor assembly (3 of 6)



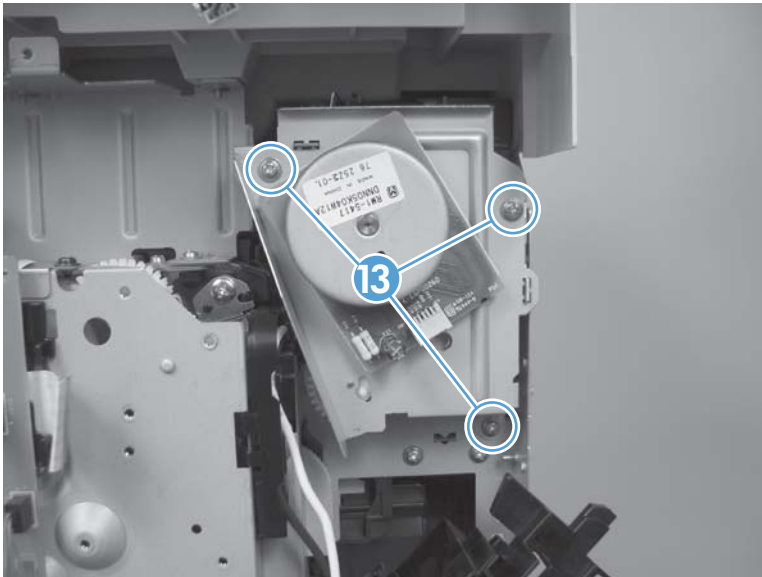
4. Disconnect one connector (callout 1) and remove the wire harness from the retainer (callout 2).

Figure 1-102 Remove the fuser-motor assembly (4 of 6)



5. Remove three screws (callout 1), and then remove the fuser-motor assembly.

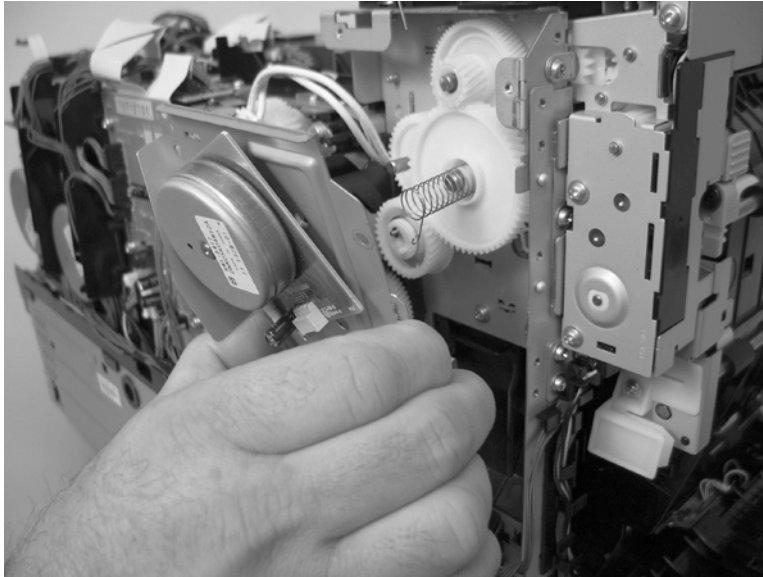
Figure 1-103 Remove the fuser-motor assembly (5 of 6)



6. Before you proceed, take note that the spring and the gears behind the fuser-motor assembly are not captive.

CAUTION: Do not lose the spring or gears when you remove the fuser-motor assembly.

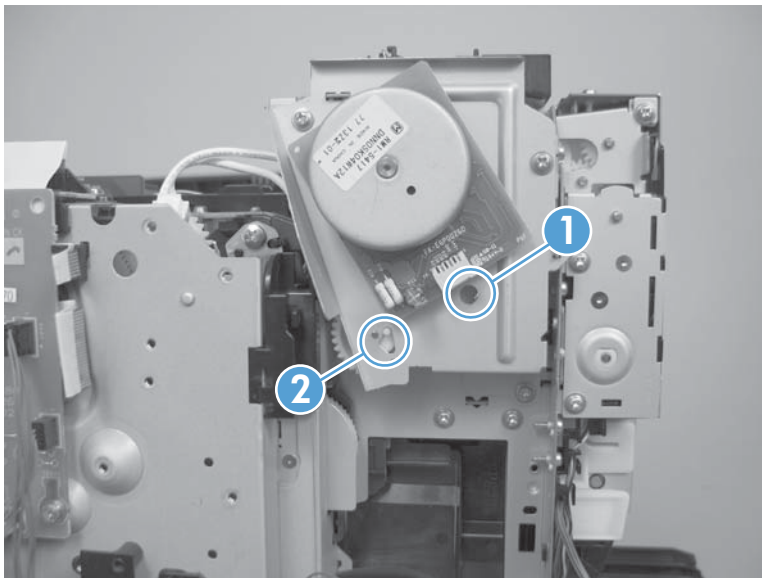
Figure 1-104 Remove the fuser-motor assembly (6 of 6)



Reinstall the fuser-motor assembly

Make sure that the fuser-motor assembly spring (callout 1) and gear pin (callout 2) are correctly positioned in the hole and slot provided in the assembly mounting bracket. The assembly mounting bracket will fit flat against the product chassis when the fuser-motor assembly is correctly installed.

Figure 1-105 Reinstall the fuser-motor assembly



High-voltage power-supply PCA

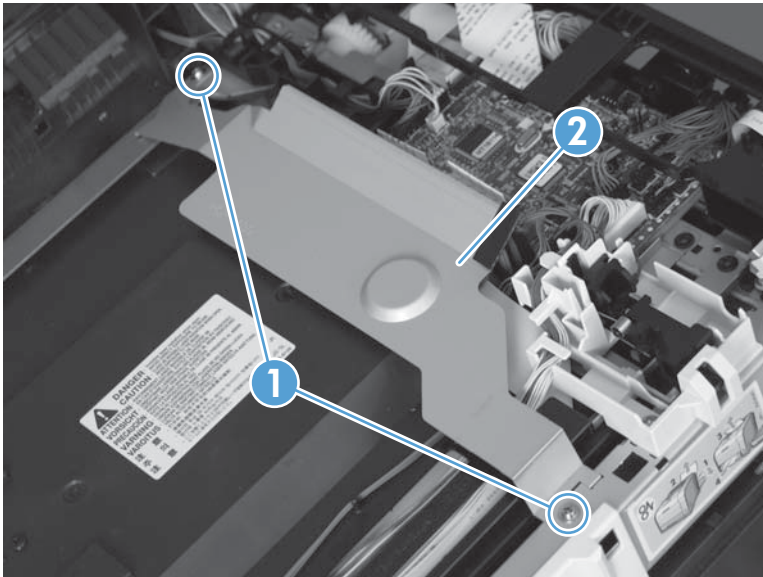
Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Rear door. See [Rear door on page 32](#).
- Rear-lower cover. See [Rear-lower cover and rear-door links on page 34](#).
- Upper-cover assembly. See [Upper-cover assembly on page 44](#).
- Left cover. See [Left cover on page 48](#).

Remove the high-voltage power-supply PCA

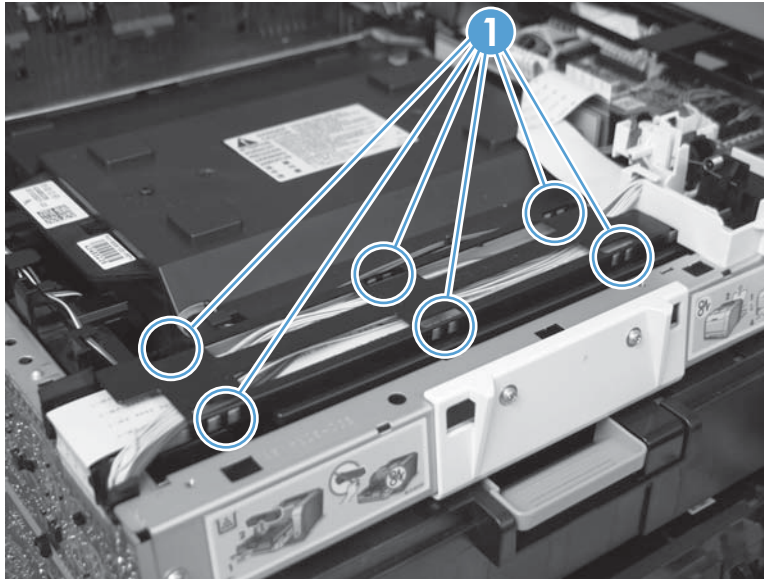
1. Remove two screws (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 1-106 Remove the high-voltage power-supply PCA (1 of 5)



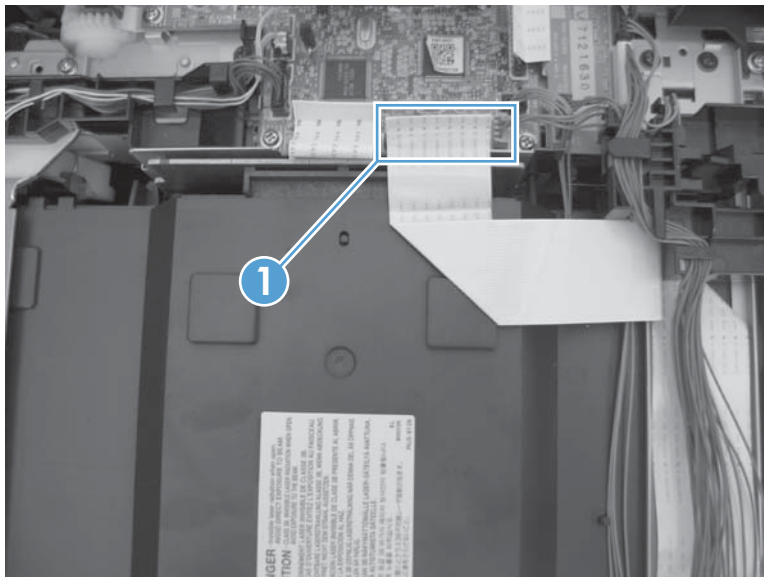
2. Release six tabs (callout 1), and then remove the black-plastic cover.

Figure 1-107 Remove the high-voltage power-supply PCA (2 of 5)



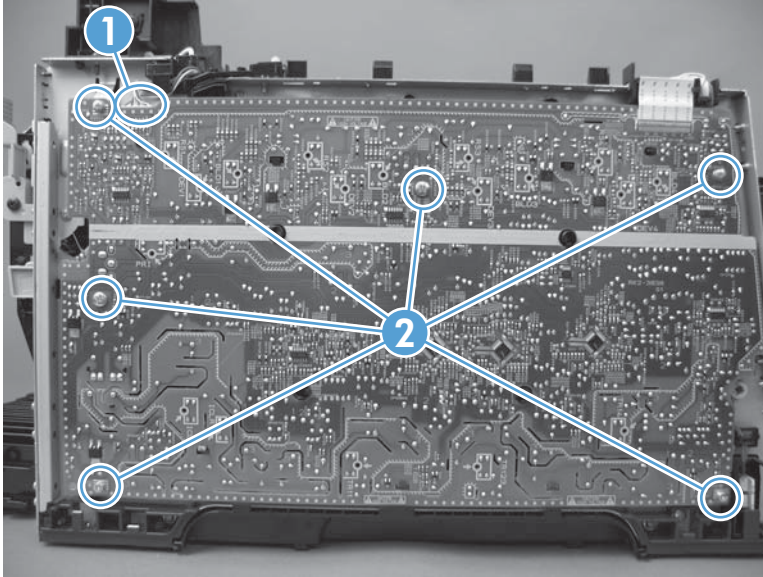
3. Disconnect one FFC (callout 1) on the DC controller.

Figure 1-108 Remove the high-voltage power-supply PCA (3 of 5)



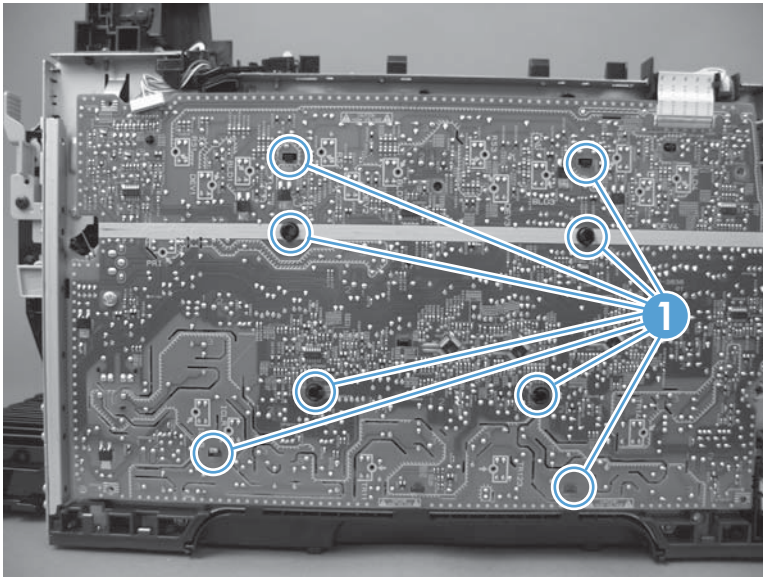
4. Disconnect one connector (callout 1), and then remove six screws (callout 2).

Figure 1-109 Remove the high-voltage power-supply PCA (4 of 5)



5. Release ten tabs (callout 1), and then remove the high-voltage power-supply PCA.

Figure 1-110 Remove the high-voltage power-supply PCA (5 of 5)



Color-misregistration sensor assembly

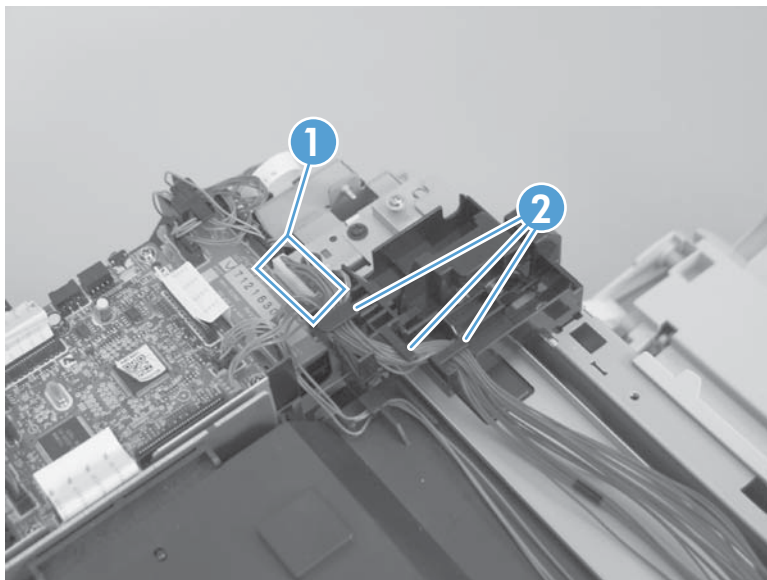
Before proceeding, remove the following components:

- Print-cartridge drawer. See [Print-cartridge drawer on page 20](#).
- Right cover. See [Right cover on page 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Rear-lower cover. See [Rear-lower cover and rear-door links on page 34](#).
- Upper-cover assembly. See [Upper-cover assembly on page 44](#).
- Left cover. See [Left cover on page 48](#).
- High-voltage power-supply PCA. See [High-voltage power-supply PCA on page 80](#).

Remove the color-misregistration sensor assembly

1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-111 Remove the color-misregistration sensor assembly PCA (1 of 4)



2. Release the wire harness from the guide (callout 1).


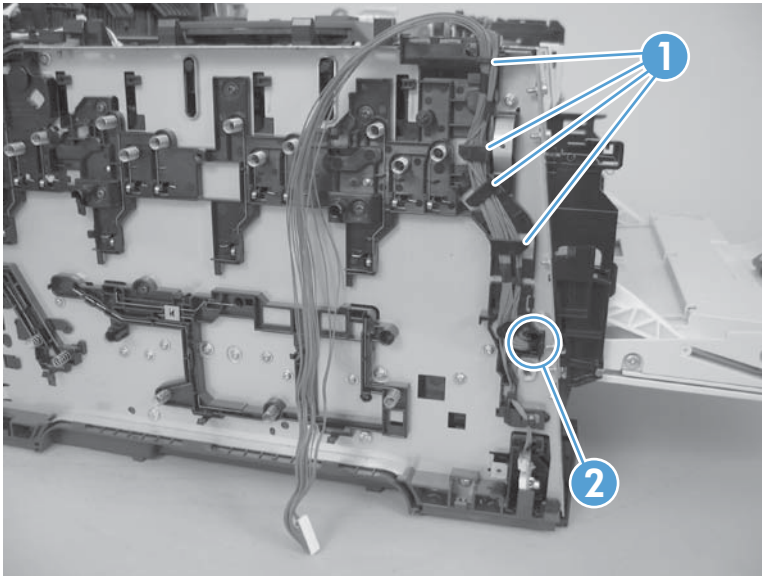
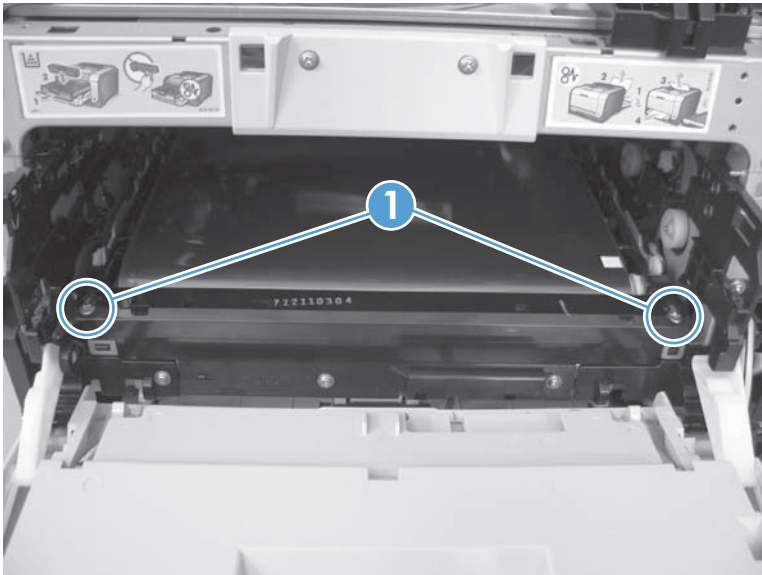
 **NOTE:** When you remove the sensor assembly later in this procedure, pass the connector and wire harness through the hole in the chassis (callout 2).

Figure 1-112 Remove the color-misregistration sensor assembly PCA (2 of 4)



3. Remove two screws (callout 1).

Figure 1-113 Remove the color-misregistration sensor assembly PCA (3 of 4)



4. Carefully separate the sensor assembly (callout 1) from the product, pass the wire harness through the hole in the chassis, and then remove the assembly.



NOTE: Pass the connector and wire harness through the hole in the chassis. See [Figure 1-112 Remove the color-misregistration sensor assembly PCA \(2 of 4\) on page 84](#).

Figure 1-114 Remove the color-misregistration sensor assembly PCA (4 of 4)



Reinstall the color-misregistration sensor assembly



TIP: You might have to attempt this reinstall procedure several times before you successfully pass the connector through the hole in the chassis.

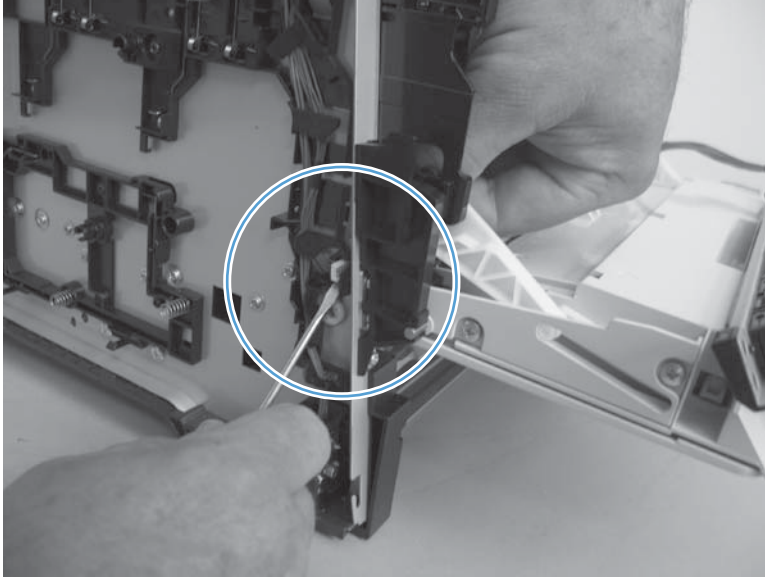
1. Push the sensor assembly wire-harness connector into the hole in the chassis from the ITB side of the product.

Figure 1-115 Reinstall the color-misregistration sensor assembly PCA (1 of 2)



2. Use a small flat blade screwdriver to guide the connector through the hole.

Figure 1-116 Reinstall the color-misregistration sensor assembly PCA (2 of 2)

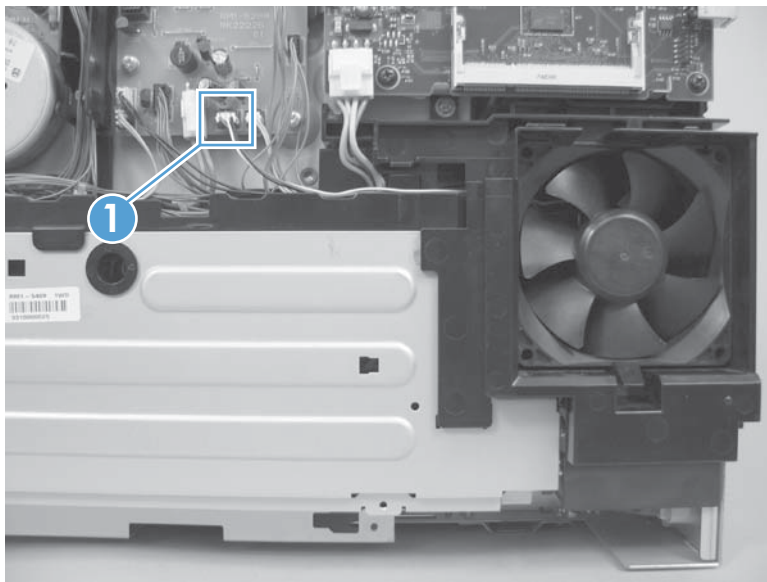


Fan (FM1)


⚠ CAUTION: When the fan is reinstalled, it must pull air into the product. The air-flow indicator arrow embossed on the fan chassis point into the fan duct when the fan is correctly installed.

1. Remove the right cover. See [Right cover on page 23](#).
2. Disconnect one connector (callout 1; J206)

Figure 1-117 Remove the fan (FM1) (1 of 2)



3. Release three tabs (callout 1), and then remove the fan.

 **NOTE:** As the fan is removed, you must feed the wire harness through an opening behind the fan duct.


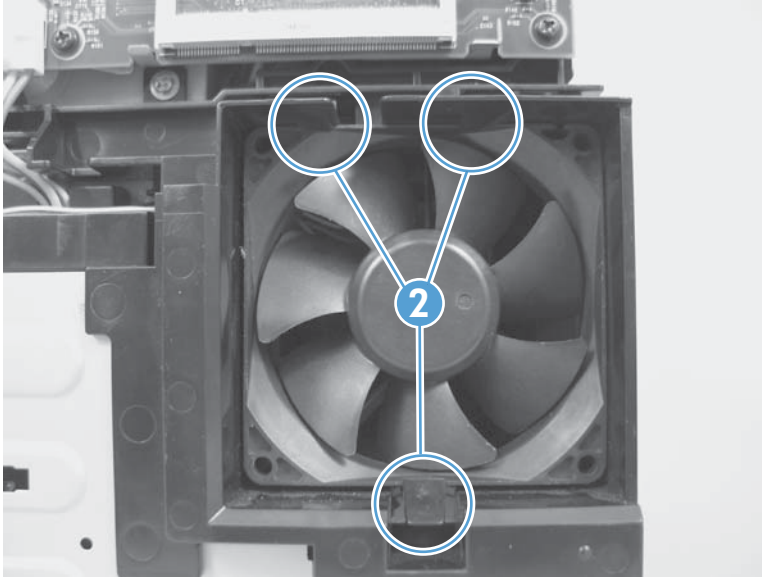
 **TIP:** Use a small flat blade screwdriver to release the upper two tabs on the fan duct a second time when the fan is about half way out of the duct.

Figure 1-118 Remove the fan (FM1) (2 of 2)



USB PCA (fax/memory-card models)

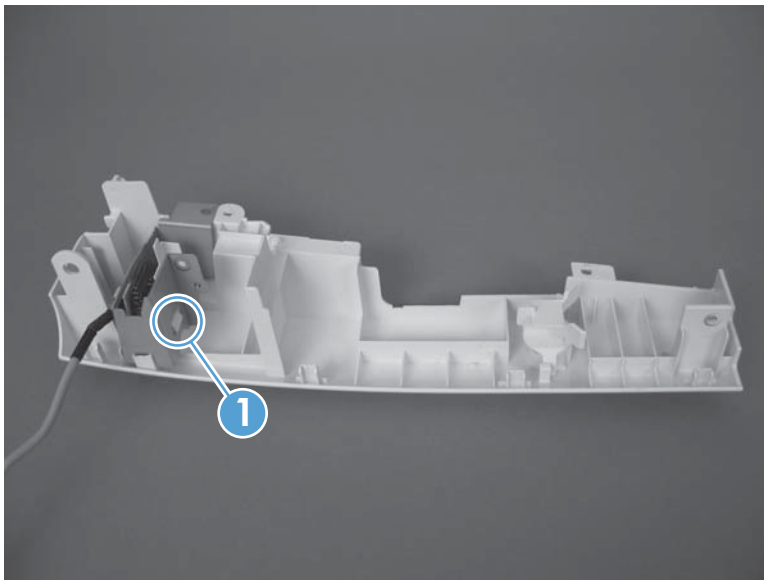
Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Right-front cover and power button. See [Right-front cover and power button on page 28](#).

Remove the USB PCA

Release one tab (callout 1), and then remove the USB PCA.

Figure 1-119 Remove the USB PCA (fax/memory-card models)



Duplex-reverse drive assembly

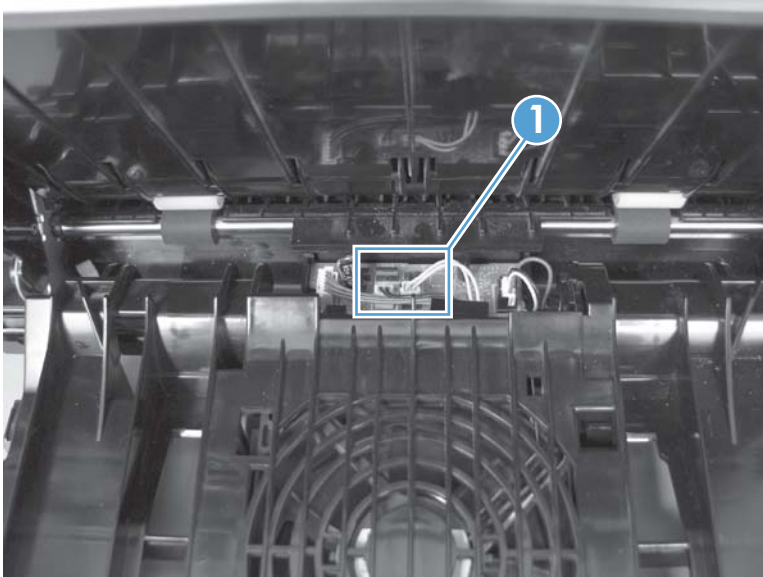
Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Rear-upper cover. See [Rear-upper cover on page 30](#).
- Rear door. See [Rear door on page 32](#).
- Rear-lower cover. See [Rear-lower cover and rear-door links on page 34](#).
- Upper-cover assembly. See [Upper-cover assembly on page 44](#).

Remove the duplex-reverse drive assembly

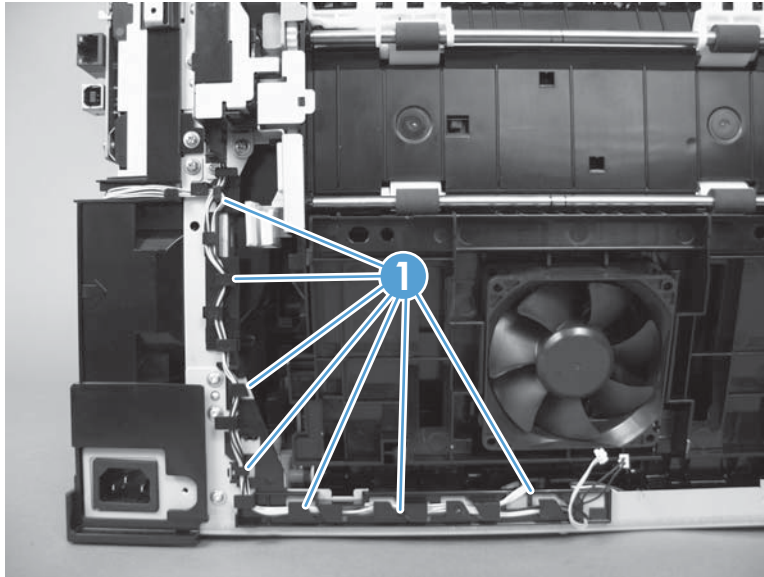
1. Disconnect two connectors (callout 1), and then pass the connectors under the rear-door rib assembly.

Figure 1-120 Remove the duplex-reverse drive assembly (1 of 4)



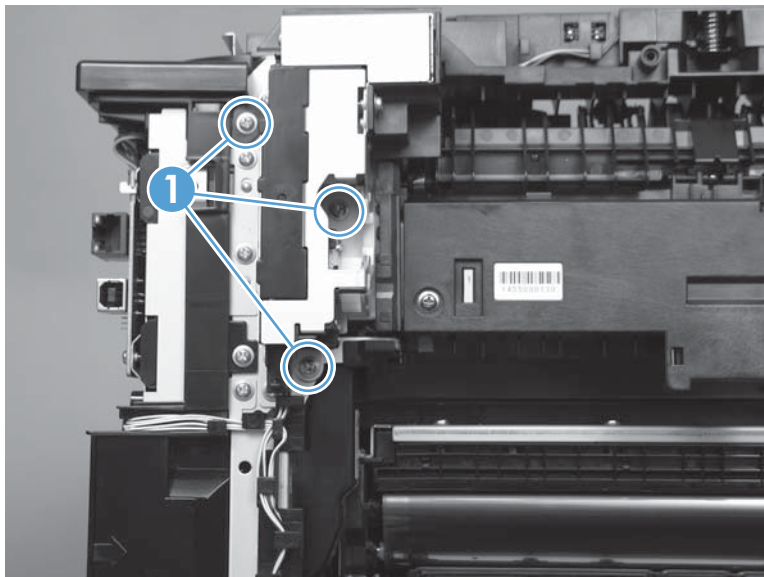
2. Release the wire harnesses from the retainer (callout 1).

Figure 1-121 Remove the duplex-reverse drive assembly (2 of 4)



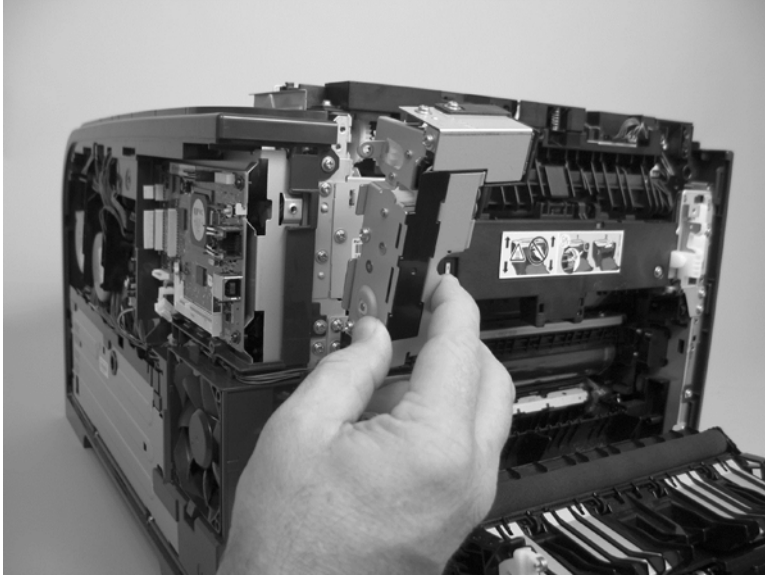
3. Remove three screws (callout 1).

Figure 1-122 Remove the duplex-reverse drive assembly (3 of 4)




4. Remove the duplex-reverse drive assembly.

Figure 1-123 Remove the duplex-reverse drive assembly (4 of 4)




Fuser

 **NOTE:** The fuser can be removed without removing the scanner assembly and the upper-cover assembly. However, it might be easier to access some of the connectors with these components removed.

Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Rear-upper cover. See [Rear-upper cover on page 30](#).
- Rear door. See [Rear door on page 32](#).
- Rear-lower cover. See [Rear-lower cover and rear-door links on page 34](#).
- Upper-cover assembly. See [Upper-cover assembly on page 44](#).
- Left cover. See [Left cover on page 48](#).

Remove the fuser

 **WARNING!** The fuser might be very hot. After turning off the product power, allow the fuser to cool for at least 5 minutes before removing it.

1. Remove three screws (callout 1) and separate the duplex-reverse drive assembly from the product.


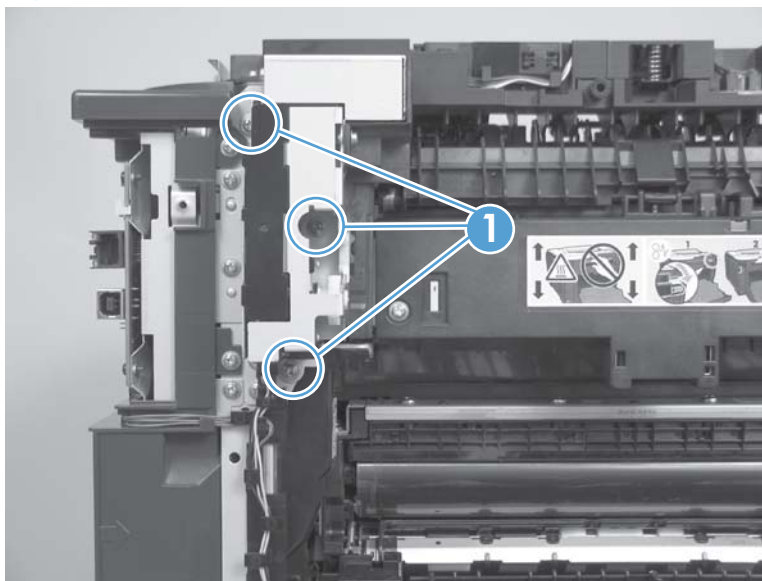
 **CAUTION:** The duplex-reverse drive assembly is still attached to the product. Carefully set the assembly out of the way.

Figure 1-124 Remove the fuser (1 of 8)



2. Disconnect two connectors (callout 1), and then release the wire harnesses from the guide (callout 2).


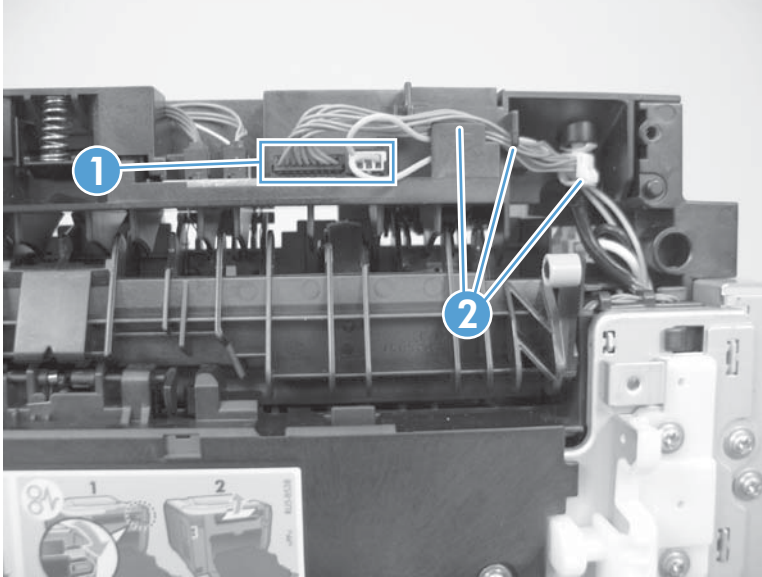
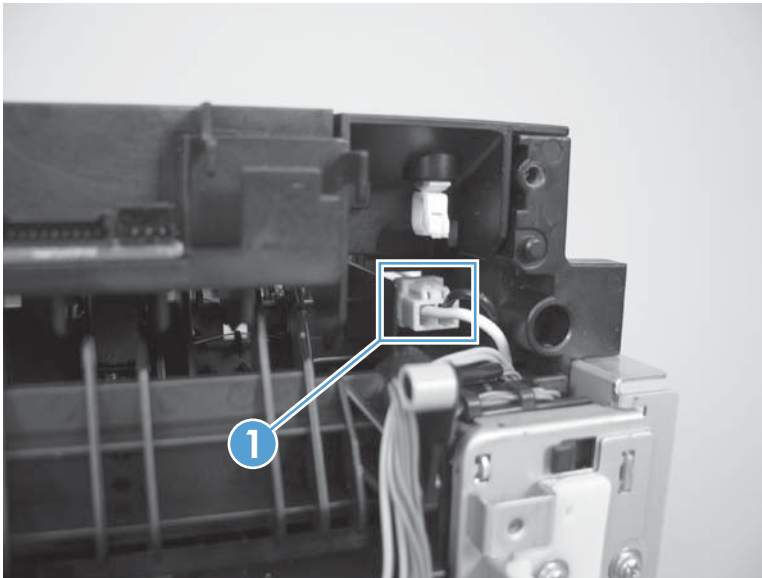
 **Reinstallation tip** When the upper cover is reinstalled, make sure that these wire harnesses (near the connectors) are correctly routed under the cover.

Figure 1-125 Remove the fuser (2 of 8)



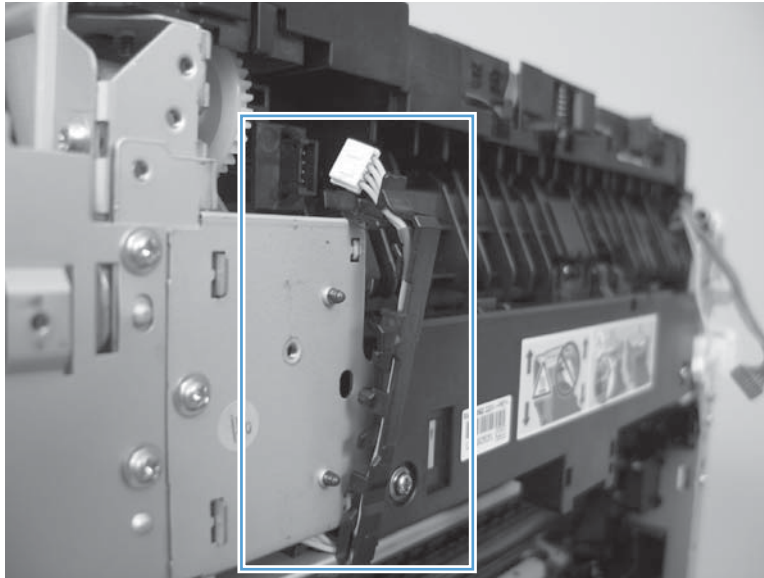
3. Disconnect one connector (callout 1).

Figure 1-126 Remove the fuser (3 of 8)



4. In the following step, the connector and guide will be separated from the fuser. You **must not** use too much force and damage the lower portion of the guide. If the guide is damaged, the fuser must be replaced.

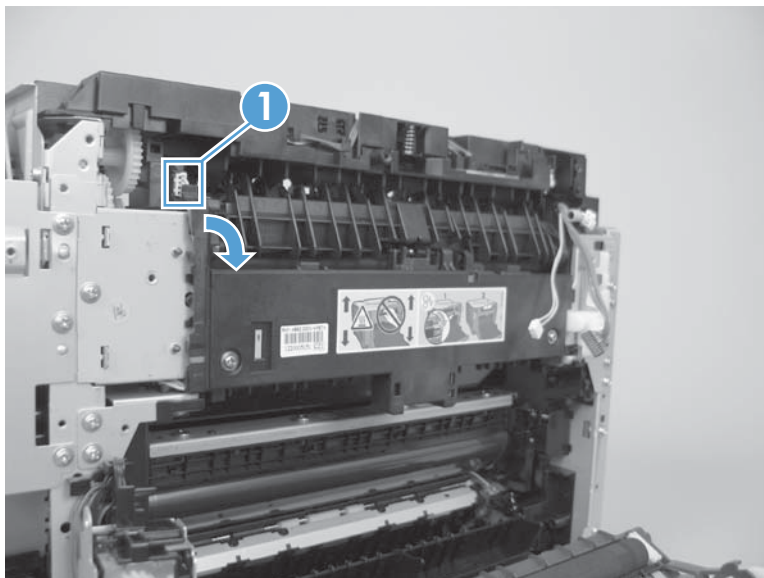
Figure 1-127 Remove the fuser (4 of 8)



5. Carefully disconnect one connector (callout 1) and then rotate the connector and the top portion of the guide away from the fuser.

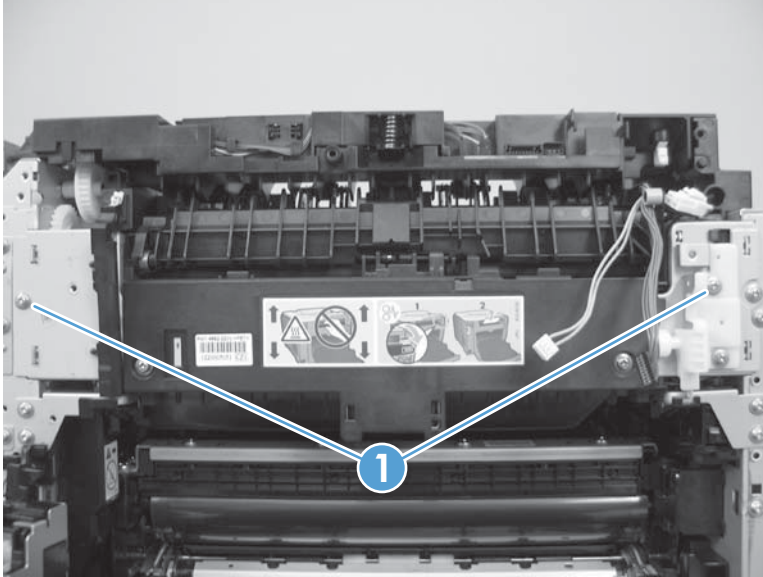
CAUTION: Do not separate the connector and guide more than is shown in [Figure 1-127](#) [Remove the fuser \(4 of 8\) on page 95](#). If the guide is damaged, you must replace the fuser. Do not damage the connector.

Figure 1-128 Remove the fuser (5 of 8)



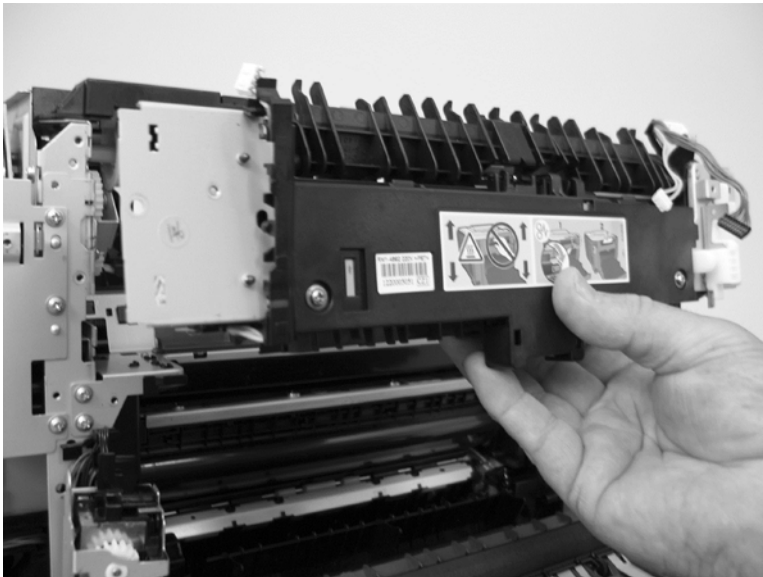
6. Remove two screws (callout 1).

Figure 1-129 Remove the fuser (6 of 8)



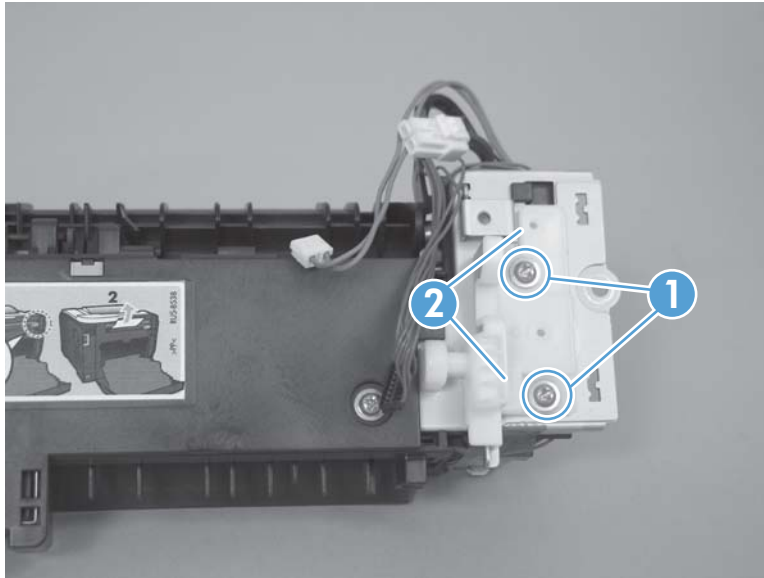
7. Remove the fuser.

Figure 1-130 Remove the fuser (7 of 8)



8. Remove two screws (callout 1) and remove the duplex-gear assembly (callout 2). Install the assembly on the replacement fuser.

Figure 1-131 Remove the fuser (8 of 8)

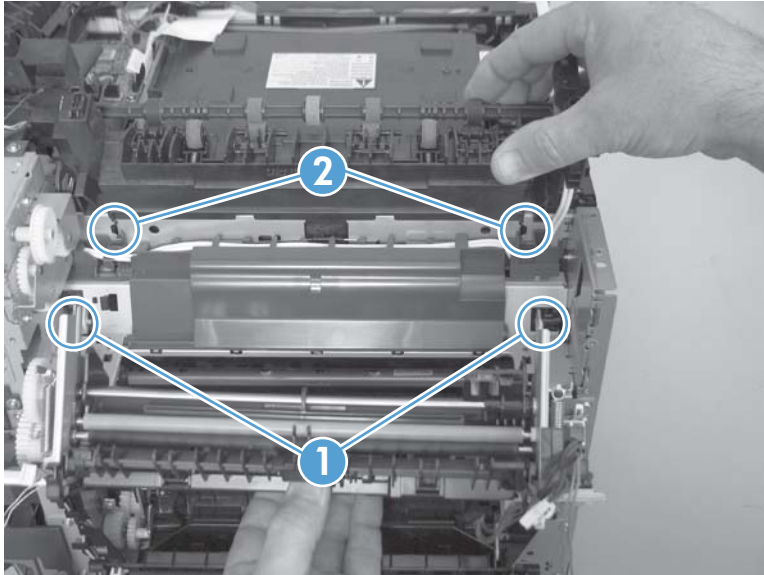


Reinstall the fuser

To reinstall you must insert the tabs (callout 1) on the fuser frame into the slots on the product chassis (callout 2).

CAUTION: The fuser frame must be flush with the product chassis before you install the two fuser mounting screws. **Do not** use the screws to pull the fuser frame against the chassis.

Figure 1-132 Reinstall the fuser



Paper-delivery assembly

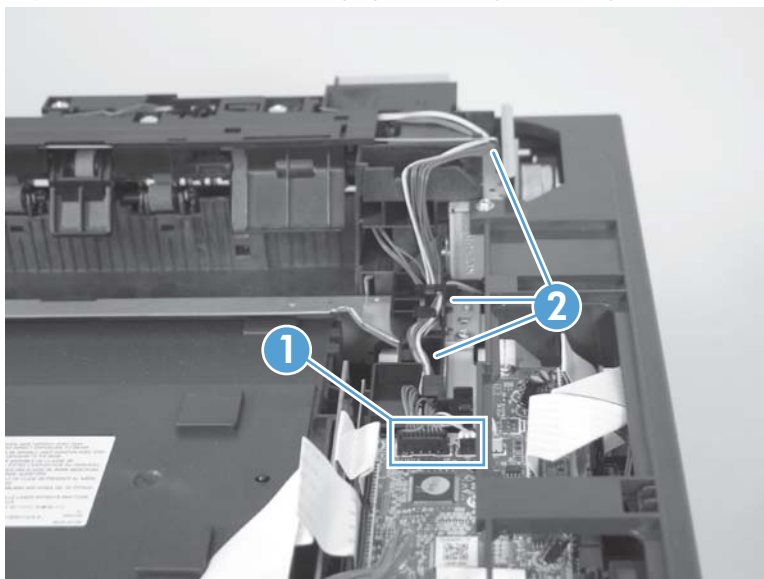
Before proceeding, remove the following components:

- Right cover. See [Right cover on page 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Rear-upper cover. See [Rear-upper cover on page 30](#).
- Rear door. See [Rear door on page 32](#).
- Rear-lower cover. See [Rear-lower cover and rear-door links on page 34](#).
- Upper-cover assembly. See [Upper-cover assembly on page 44](#).
- Left cover. See [Left cover on page 48](#).

Remove the paper-delivery assembly

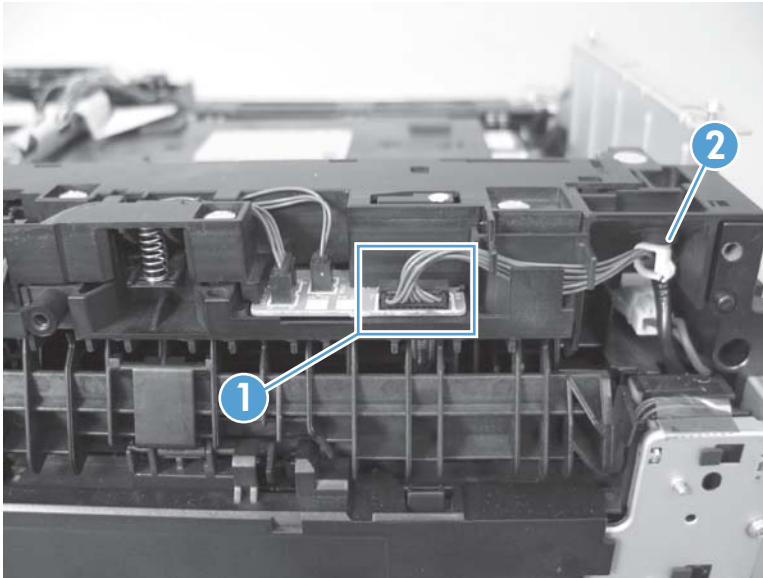
1. Disconnect three connectors (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 1-133 Remove the paper-delivery assembly (1 of 4)



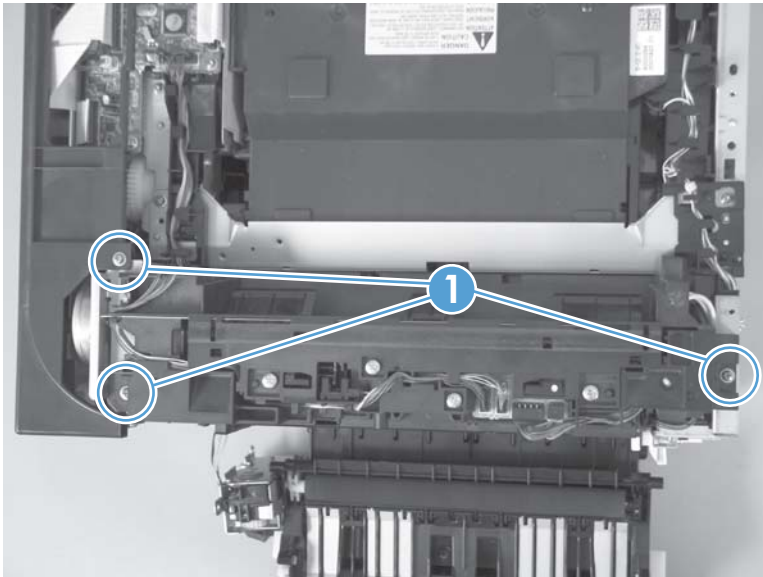
2. Disconnect two connectors (callout 1), and then release the wire harness from the wire clip (callout 2).

Figure 1-134 Remove the paper-delivery assembly (2 of 4)



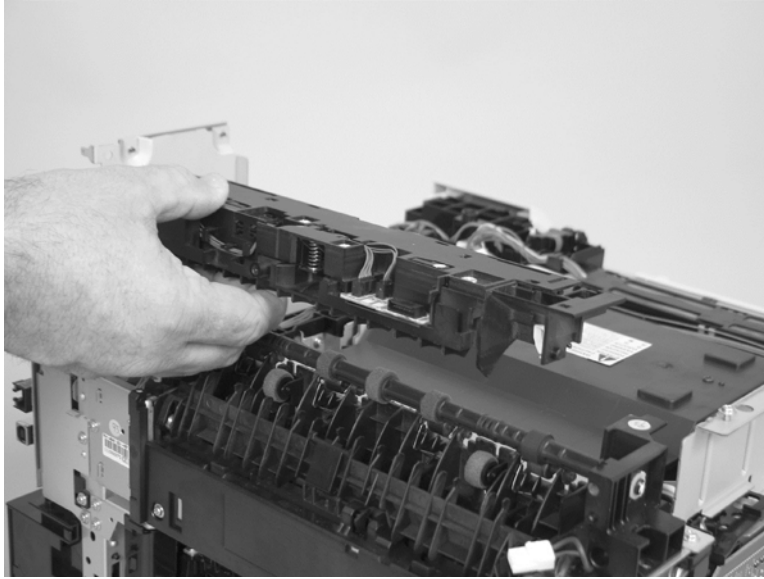
3. Remove three screws (callout 1).

Figure 1-135 Remove the paper-delivery assembly (3 of 4)



4. Remove the paper-delivery assembly.

Figure 1-136 Remove the paper-delivery assembly (4 of 4)



Tray cassettes and optional Tray 3 assembly

1. **Tray 2 and Tray 3 cassette:** Pull the tray straight out of the product to remove it.

Figure 1-137 Remove the tray cassettes and optional Tray 3 assembly (1 of 2)



2. **Optional Tray 3 assembly:** Lift the product straight up from the assembly, and then set the product on a sturdy, level surface.

CAUTION: Lift the product by using the right- and left-side hand-holds. Do not lift the product by grasping the Tray 2 cassette, or the cavity created if the cassette is removed.

Figure 1-138 Remove the tray cassettes and optional Tray 3 assembly (2 of 2)



2 Solve problems

To use the information in this chapter, you should have a basic understanding of the HP LaserJet printing process. Explanations of each mechanical assembly, the printer systems, and the basic theory of operation are contained in *LASERJET PRO 300/400 COLOR MFP Theory of Operation*. Do not perform any of these troubleshooting processes unless you understand the function of each product component.

- [Solve problems checklist](#)
- [Menu map](#)
- [Troubleshooting process](#)
- [Troubleshooting tools](#)
- [Clear jams](#)
- [Solve paper-handling problems](#)
- [Solve image-quality problems](#)
- [Clean the product](#)
- [Solve performance problems](#)
- [Solve product connectivity problems](#)
- [Service mode functions](#)
- [Solve fax problems](#)
- [Product updates](#)

Solve problems checklist

If you are experiencing problems with the product, use the following checklist to identify the cause of the problem:


- Is the product connected to power?
- Is the product on?
- Is the product in the **Ready** state?
- Are all necessary cables connected?
- Are any lights blinking or do any messages appear on the control panel?
- Are genuine HP supplies installed?
- Was a recently replaced toner cartridge installed correctly, and was the pull tab on the cartridge removed?


For additional information about installation and setup, see the product getting started guide.

If you cannot find solutions to problems in this guide, go to www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475.

Menu map

Print a menu map

1. Touch the Setup  button.
2. Open the [Reports](#) menu, and then touch the [Menu Structure](#) item.

 **TIP:** Touch the area of the control-panel display where the Cancel  button would be to close the menus without printing the report.

Troubleshooting process

When the product malfunctions or encounters an unexpected situation, the product control panel alerts you to the situation. This chapter contains information to help diagnose and solve problems.

- Use the pre-troubleshooting checklist to evaluate the source of the problem and to reduce the number of steps that are required to fix the problem.
- Use the troubleshooting flowchart to pinpoint the root cause of hardware malfunctions. The flowchart guides you to the section of this chapter that contains steps for correcting the malfunction.

Before beginning any troubleshooting procedure, check the following issues:

- Are supply items within their rated life?
- Does the configuration page reveal any configuration errors?



NOTE: The customer is responsible for checking supplies and for using supplies that are in good condition.

Pretroubleshooting checklist

The following table includes basic questions to ask the customer to quickly help define the problem.

General topic	Questions
Environment	<ul style="list-style-type: none">• Is the product installed on a solid, level surface (+/- 1°)?• Is the power-supply voltage within ± 10 volts of the specified power source?• Is the power-supply plug inserted in the product and the outlet?• Is the operating environment within the specified parameters?• Is the product exposed to ammonia gas, such as that produced by diazo copiers or office cleaning materials? NOTE: Diazo copiers produce ammonia gas as part of the coping processes. Ammonia gas (from cleaning supplies or a diazo copier) can have an adverse affect on some product components (for example, the print-cartridge OPC).• Is the product exposed to direct sunlight?
Media	<ul style="list-style-type: none">• Does the customer use only supported media?• Is the media in good condition (no curls, folds, or distortion)?• Is the media stored correctly and within environmental limits?
Input trays	<ul style="list-style-type: none">• Is the amount of media in the tray within specifications?• Is the media correctly placed in the tray?• Are the paper guides aligned with the stack?• Is the cassette correctly installed in the product?

General topic	Questions
Toner cartridges	<ul style="list-style-type: none"> Is each toner cartridge installed correctly?
Transfer unit and fuser	<ul style="list-style-type: none"> Are the transfer unit and fuser installed correctly?
Doors	<ul style="list-style-type: none"> Is the front door closed?
Condensation	<ul style="list-style-type: none"> Does condensation occur following a temperature change (particularly in winter following cold storage)? If so, wipe affected parts dry or leave the product on for 10 to 20 minutes. Was a toner cartridge opened soon after being moved from a cold to a warm room? If so, allow the toner cartridge to sit at room temperature for 1 to 2 hours.
Miscellaneous	<ul style="list-style-type: none"> Check for and remove any non-HP components (for example, toner cartridges or memory modules) from the product. Check to see whether the hardware or software configuration has changed or the problem is not associated with any specific software. Remove the product from the network and ensure that the failure is associated with the product before beginning troubleshooting. For any print-quality issues, calibrate the product. See Calibrate the product on page 129

Power-on checks

When you turn on the product, if it does not make any sound or if the control-panel display is blank, check the following items:

- Verify that the product is plugged directly into an active electrical outlet that has the correct voltage. Do not plug the product into a surge protector or power strip.
- Verify that the power button is in the on position.
- Verify that the formatter is seated correctly.
- Remove any HP Jetdirect or other devices, and then try to turn the product on again.
- Ensure that the control-panel display is connected.
- Check the two fuses on the power supply.
- If necessary, replace the power supply.
- If necessary, replace the DC controller.

Troubleshooting tools


Component diagnostics

LED diagnostics

Network LEDs (network models only)

The onboard network solution has two network port LEDs. When the product is connected to a properly working network through a network cable, the yellow LED indicates network activity, and the green LED indicates the link status. A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed.

For link failures, check all of the network cable connections. In addition, you can try to manually configure the link settings on the onboard network solution by using the product control-panel menus.

1. Touch the Setup  button.
2. Scroll to, and then touch [Network Setup](#).
3. Scroll to, and then touch [Link Speed](#).
4. Touch the appropriate link speed.

Control panel LEDs

The state of the Ready light and Attention light on the product signal the product status. The following table outlines the possible control-panel light states.

Product state	Ready light state	Attention light state
Initializing	Blinking	Blinking
Ready	On	Off
Receiving data/processing job or cancelling job	Blinking	Off
Error message	Off	Blinking
Fatal error (49 or 79 error) ¹	On	On

¹ The product will power off and then power on after one of these errors occurs.

Memory card LED (memory-card models only)

When a memory card is inserted into the correct memory-card slot, this LED turns on. If the LED is not lighting, try the following actions:

- Make sure that the memory card is in the correct slot.
- Make sure that the memory card is not defective.

- Verify that the flat flexible cable connection from the formatter to the memory-card reader assembly is firmly connected.
- If the card is not defective and the card is in the correct slot, the circuit board might have been inadvertently damaged by an electrostatic discharge from someone inserting a memory card. If this is the case, replace the memory-card reader assembly. If the error still occurs, replace the formatter.

Component tests

The control-panel tests require touching the Left Arrow ◀ button and the Cancel ✖ button on the touchscreen when they are not illuminated. Use the figure below to locate these buttons on the touchscreen.

Figure 2-1 Control-panel test



Control-panel tests

Test the control-panel display

1. Touch the Setup ⚙ button.
2. Touch the Left Arrow ◀ button and the Cancel ✖ button at the same time.
3. Touch the Setup ⚙ button.
4. Open the 2ndry Service menu.
5. Touch the Dispaly Test item.

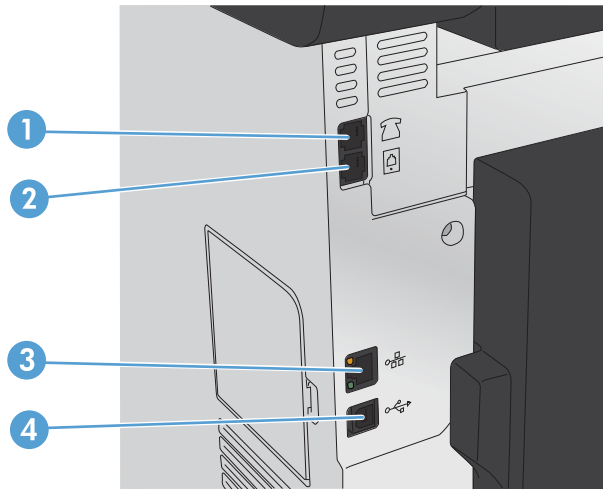
Test the control-panel buttons

1. Touch the Setup ⚙ button.
2. Touch the Left Arrow ◀ button and the Cancel ✖ button at the same time.
3. Touch the Setup ⚙ button.

- 4. Open the [2ndry Service](#) menu.
- 5. Touch the [Button Test](#) item.

Diagrams

Plug/jack locations

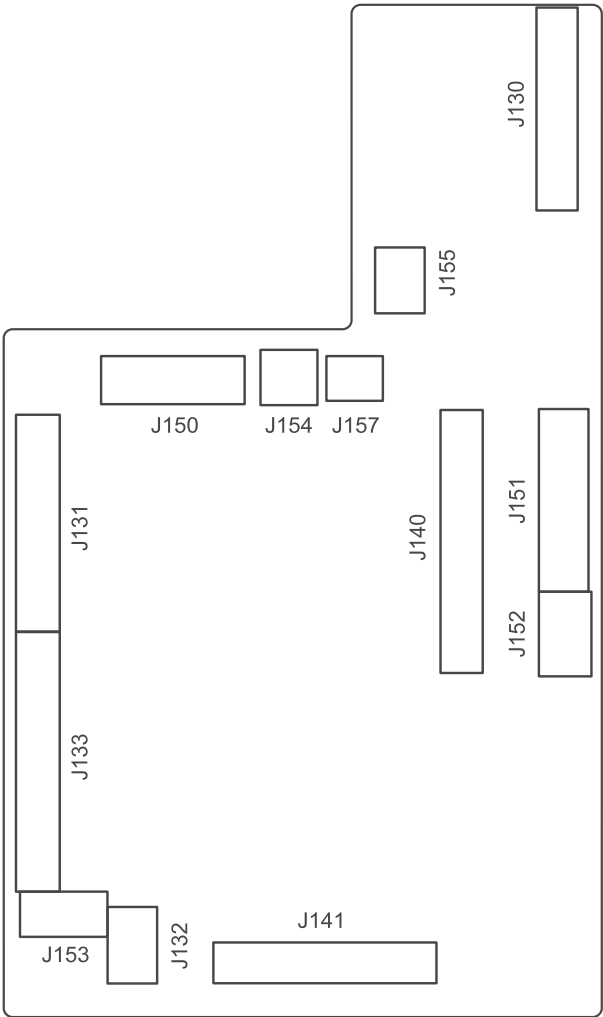


1	Telephone “line out” port for attaching an extension phone, answering machine, or other device
2	Fax “line in” port for attaching fax line to product
3	Network port
4	Hi-Speed USB 2.0 port

Location of connectors

DC controller PCA

Figure 2-2 DC controller connectors



Loose DC controller connections can cause issues. Check the following connections when troubleshooting product problems.

Connector	Board
J130	DC controller
J131	DC controller
J132	DC controller
J133	DC controller
J140	DC controller
J141	DC controller
J150	DC controller

Connector	Board
J151	DC controller
J152	DC controller
J153	DC controller
J154	DC controller
J156	DC controller
J157	DC controller
J1	Formatter
J2	Formatter
J3	Formatter
J4	Formatter
J6	Formatter
J9	Formatter
J11	Formatter
P1	Formatter
P2	Formatter
P12	Formatter

Location of major components

Major components

Figure 2-3 Major components

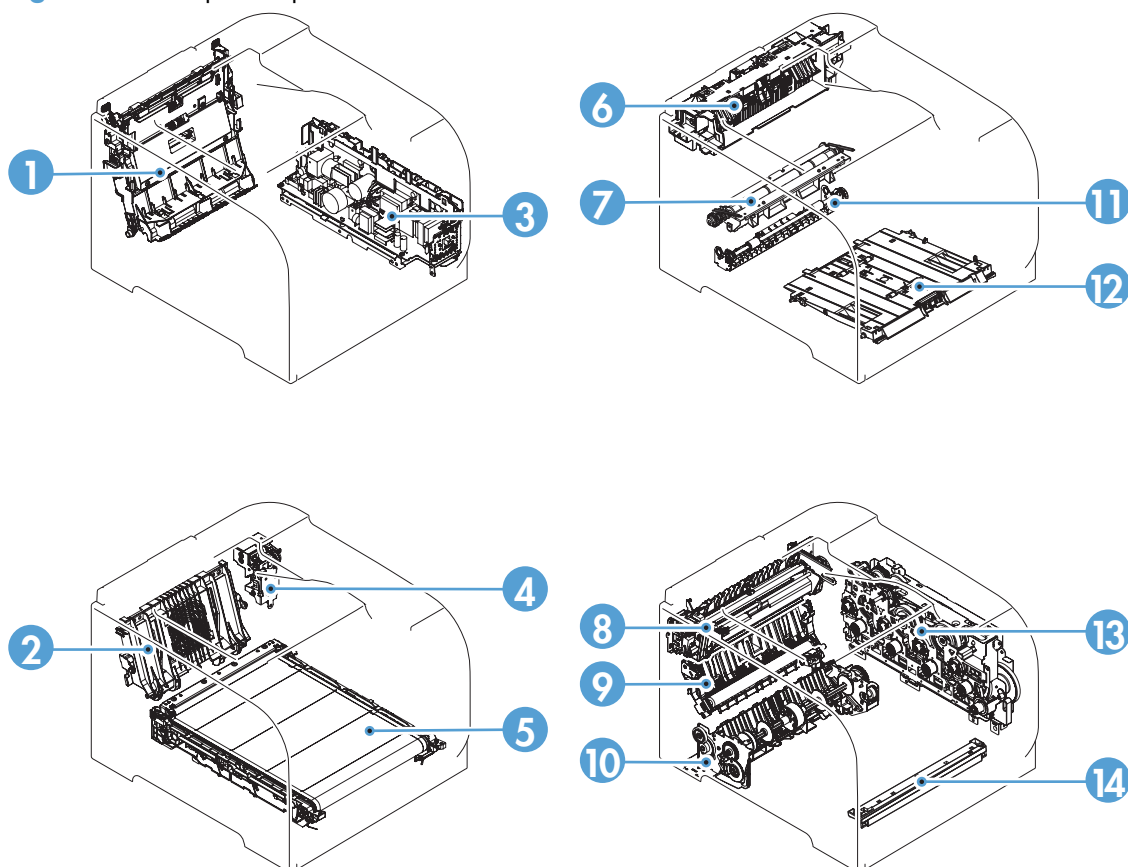


Table 2-1 Major components

Item	Description
1	Duplex feed assembly
2	Rear door rib assembly
3	Power supply assembly
4	Duplex reverse drive assembly
5	ITB assembly
6	Delivery assembly
7	Registration assembly
8	Fuser assembly
9	Secondary transfer feed assembly
10	Cassette pickup assembly
11	Duplex re-pickup guide assembly

Table 2-1 Major components (continued)

Item	Description
12	Multipurpose tray pickup assembly
13	Drive assembly
14	Color misregistration and density sensor

Motors and fans

Figure 2-4 Motors and fans



Table 2-2 Solenoid, sensors, and motors

Item	Description
1	Fuser motor
2	Drum motor (M1)
3	Developing motor (M2)
4	Fan 1
5	Fan 2
6	Pickup motor

Rollers

Figure 2-5 Rollers



Table 2-3 Rollers

Item	Description
1	Cassette pickup roller
2	Multipurpose tray pickup roller
3	Multipurpose tray separation pad
4	Cassette separation roller

PCAs

Figure 2-6 PCAs

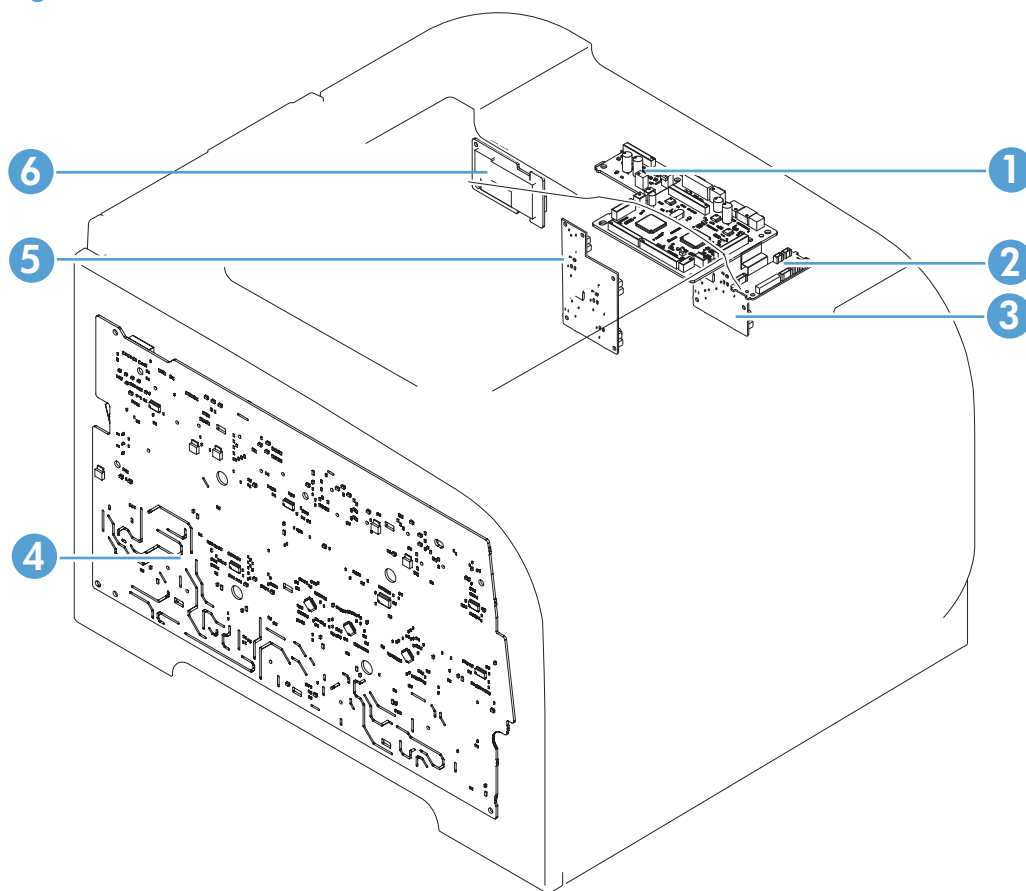


Table 2-4 PCAs

Item	Description
1	DC controller PCA
2	Connector PCA
3	Driver PCA
4	High-voltage power supply PCA
5	Formatter
6	Sub-power supply PCA

Optional 250-sheet cassette

Figure 2-7 Optional 250-sheet cassette

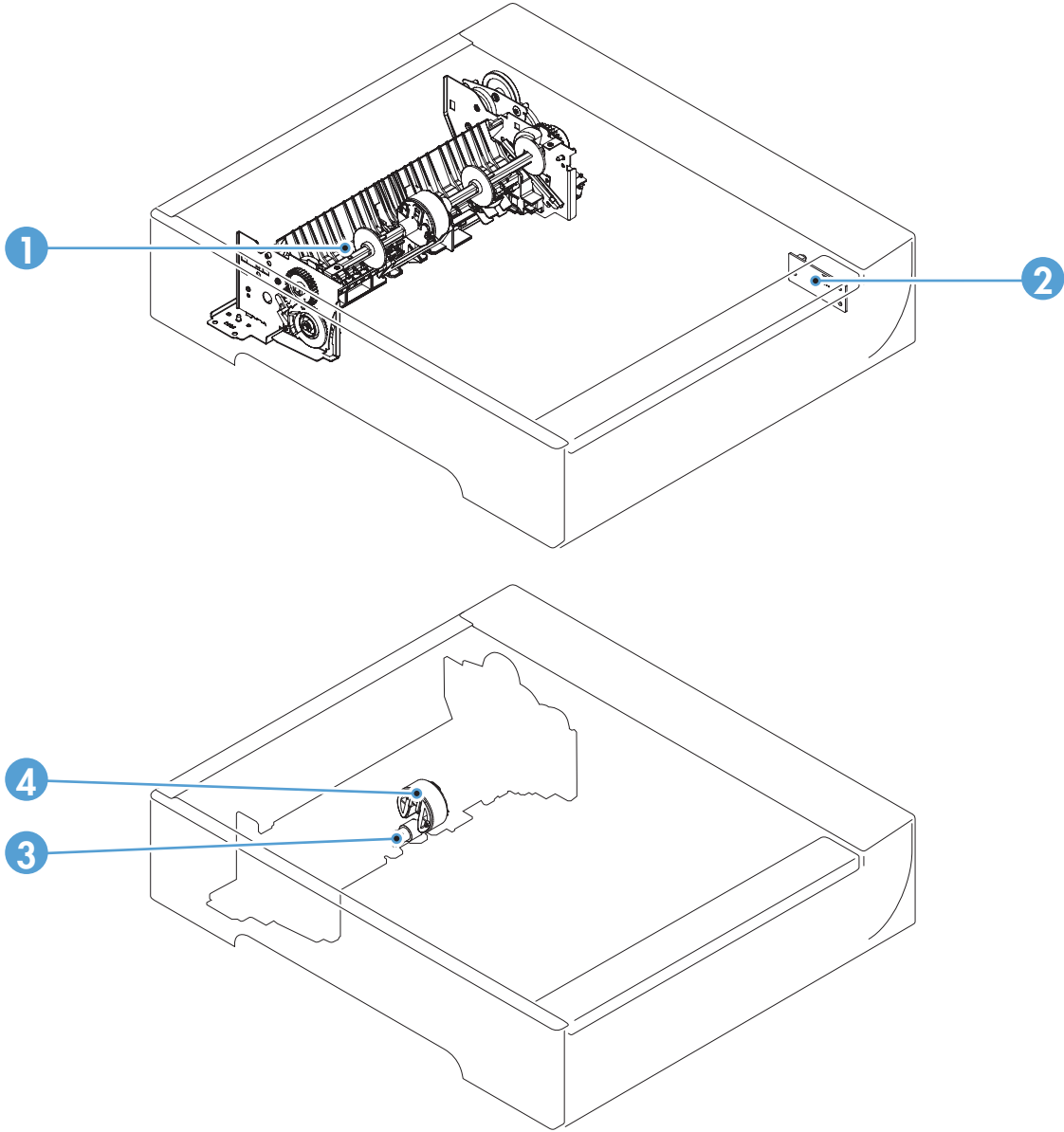


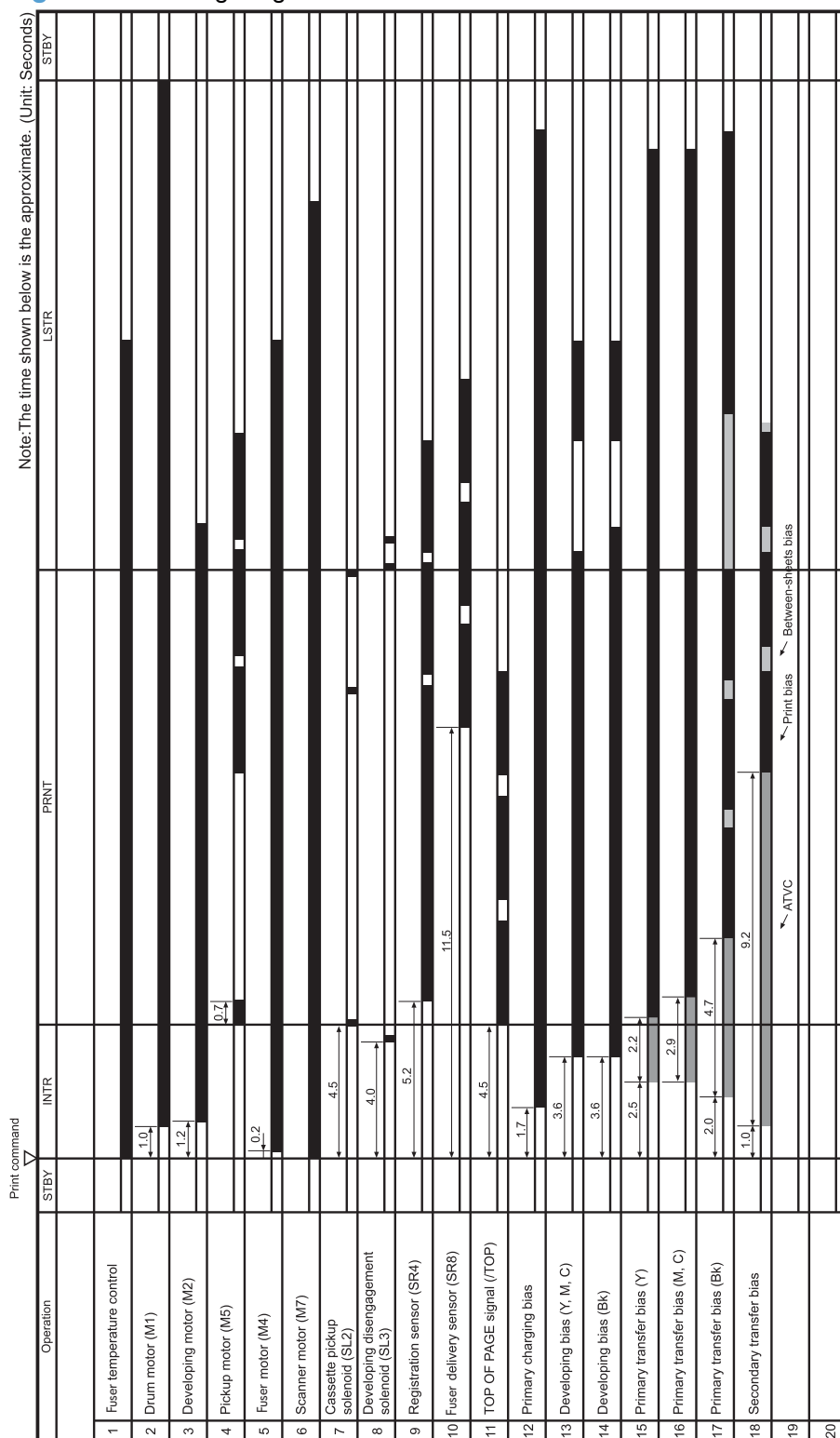
Table 2-5 Optional 250-sheet cassette

Item	Description
1	Paper feeder pickup assembly
2	Paper feeder connector PCA
3	Paper feeder separation roller
4	Paper feeder pickup roller

General timing diagram

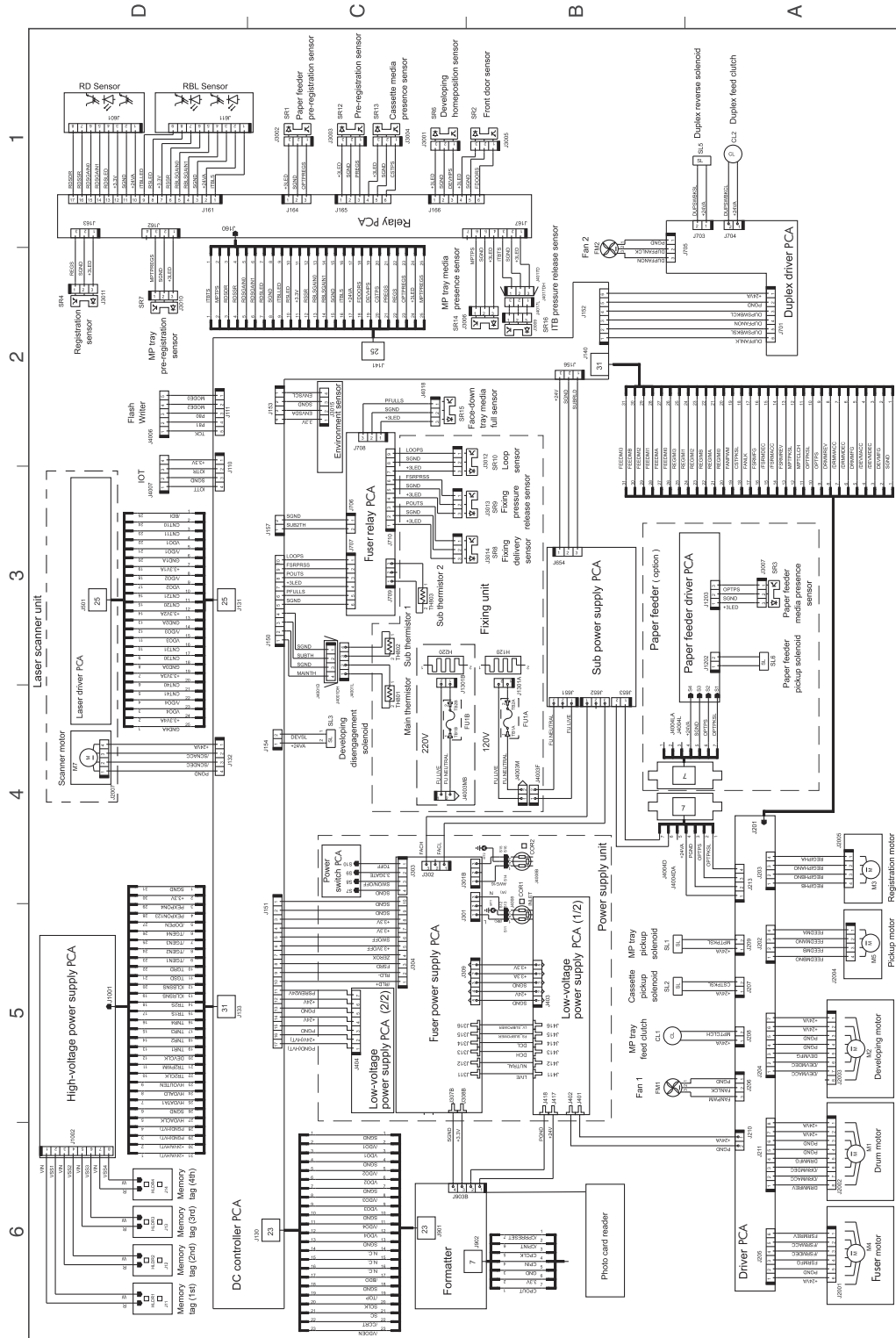
Approximate timing in seconds.

Figure 2-8 Timing diagram



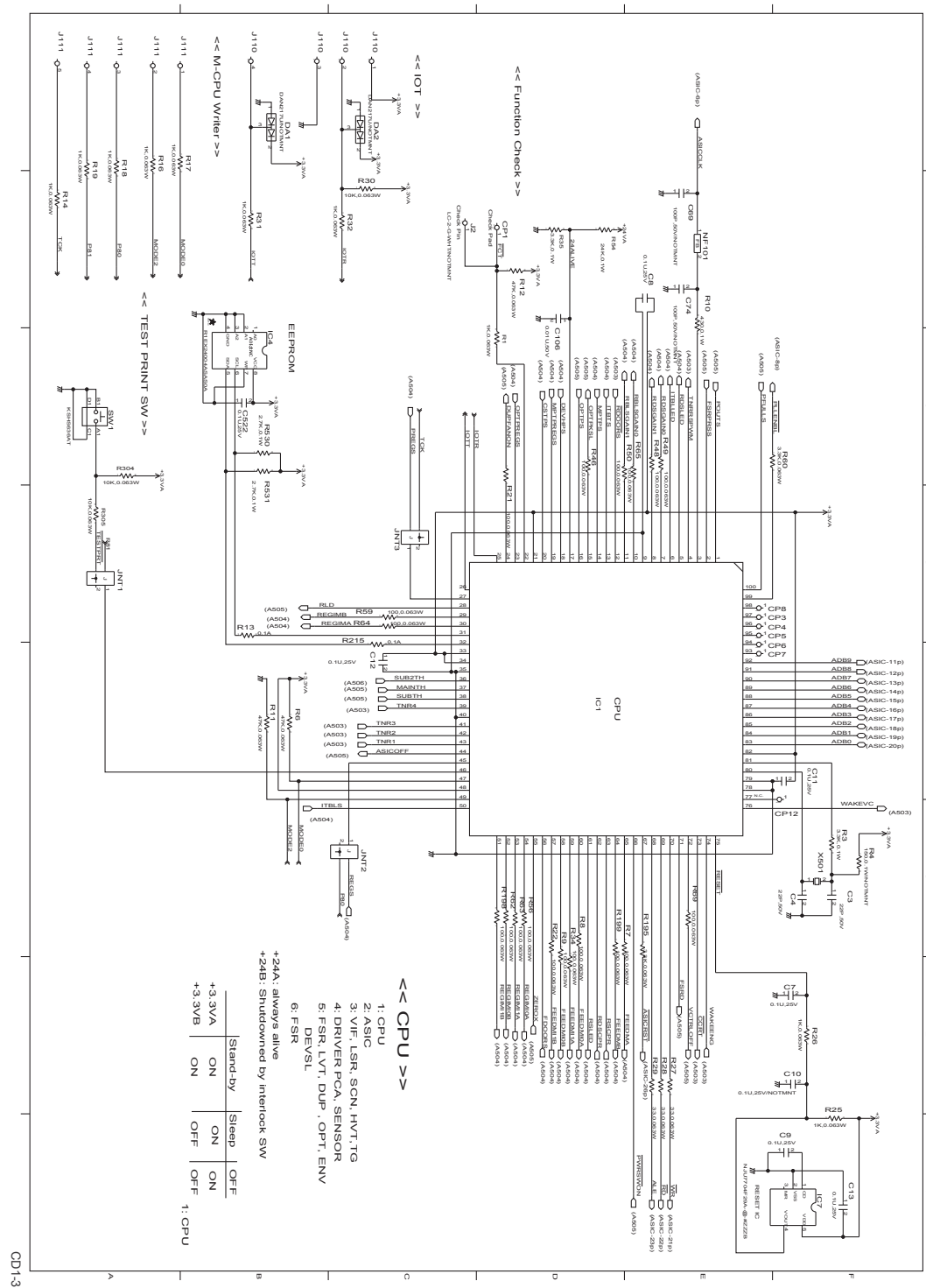
General circuit diagram

Figure 2-9 Circuit diagram



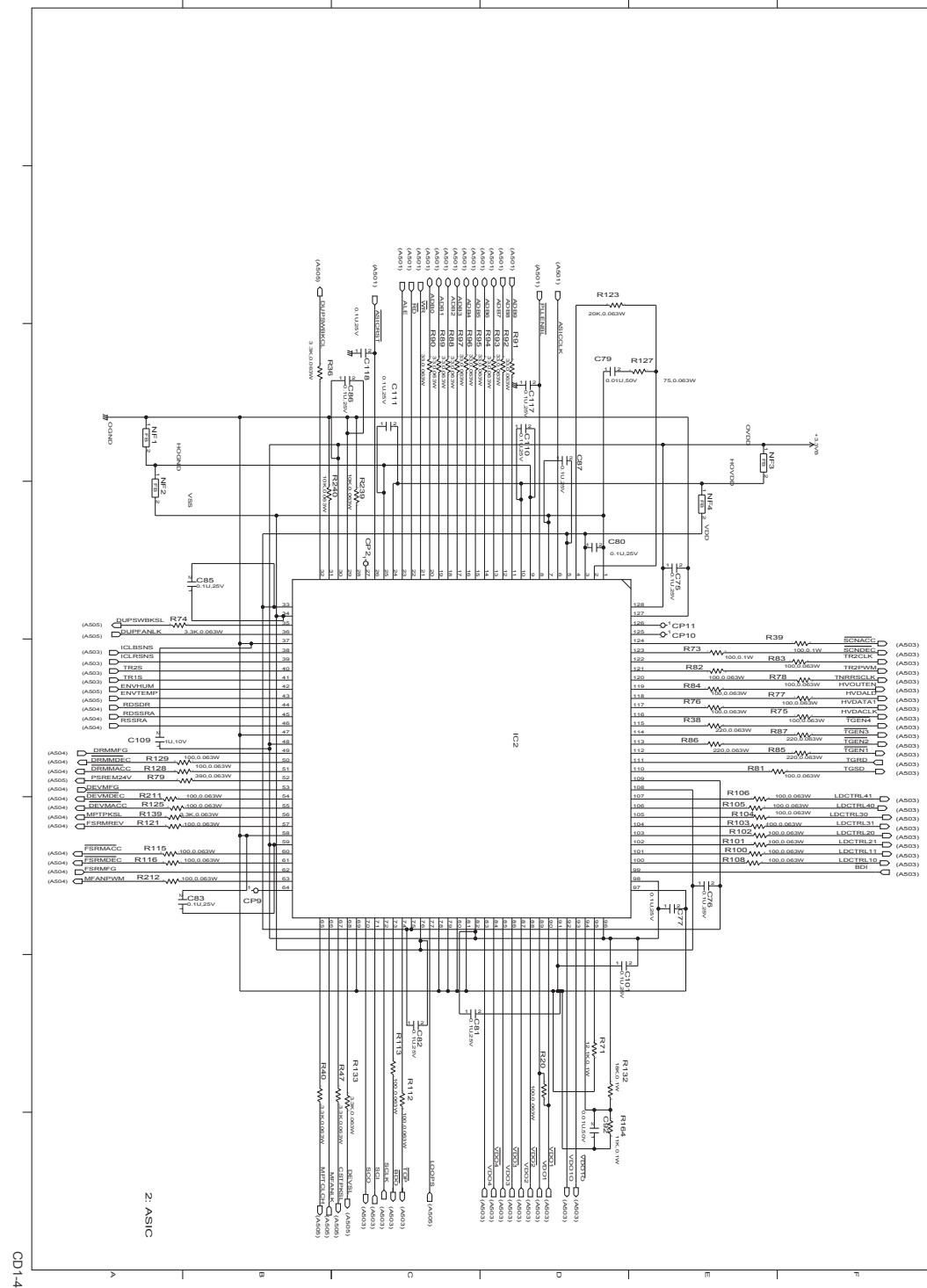
CPU/ASIC diagrams

Figure 2-10 CPU diagram



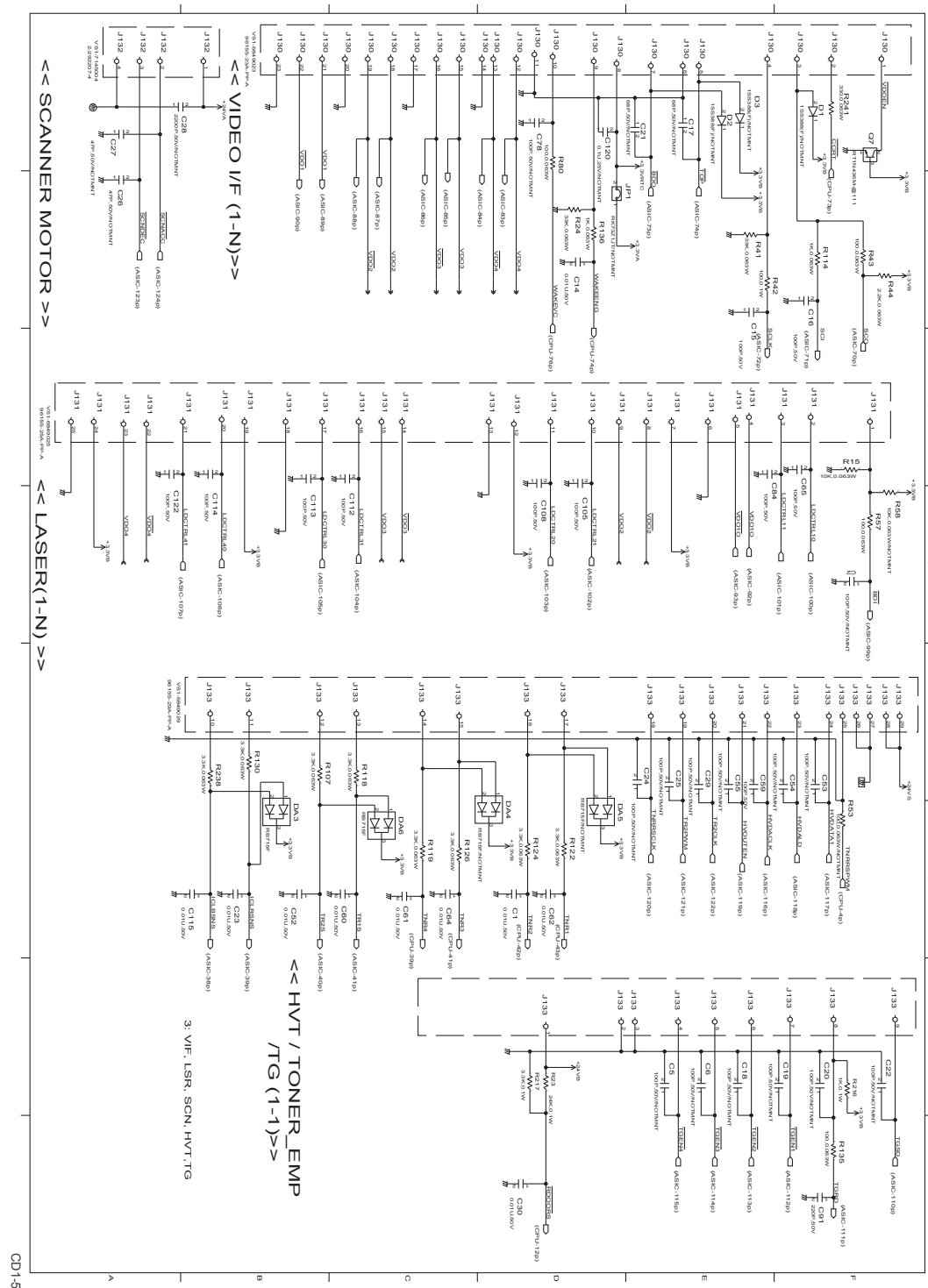
CD1-3

Figure 2-11 ASIC diagram



HVT/Toner EMP diagram

Figure 2-12 HVT/Toner EMP diagram



CD-1-5

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ENWW



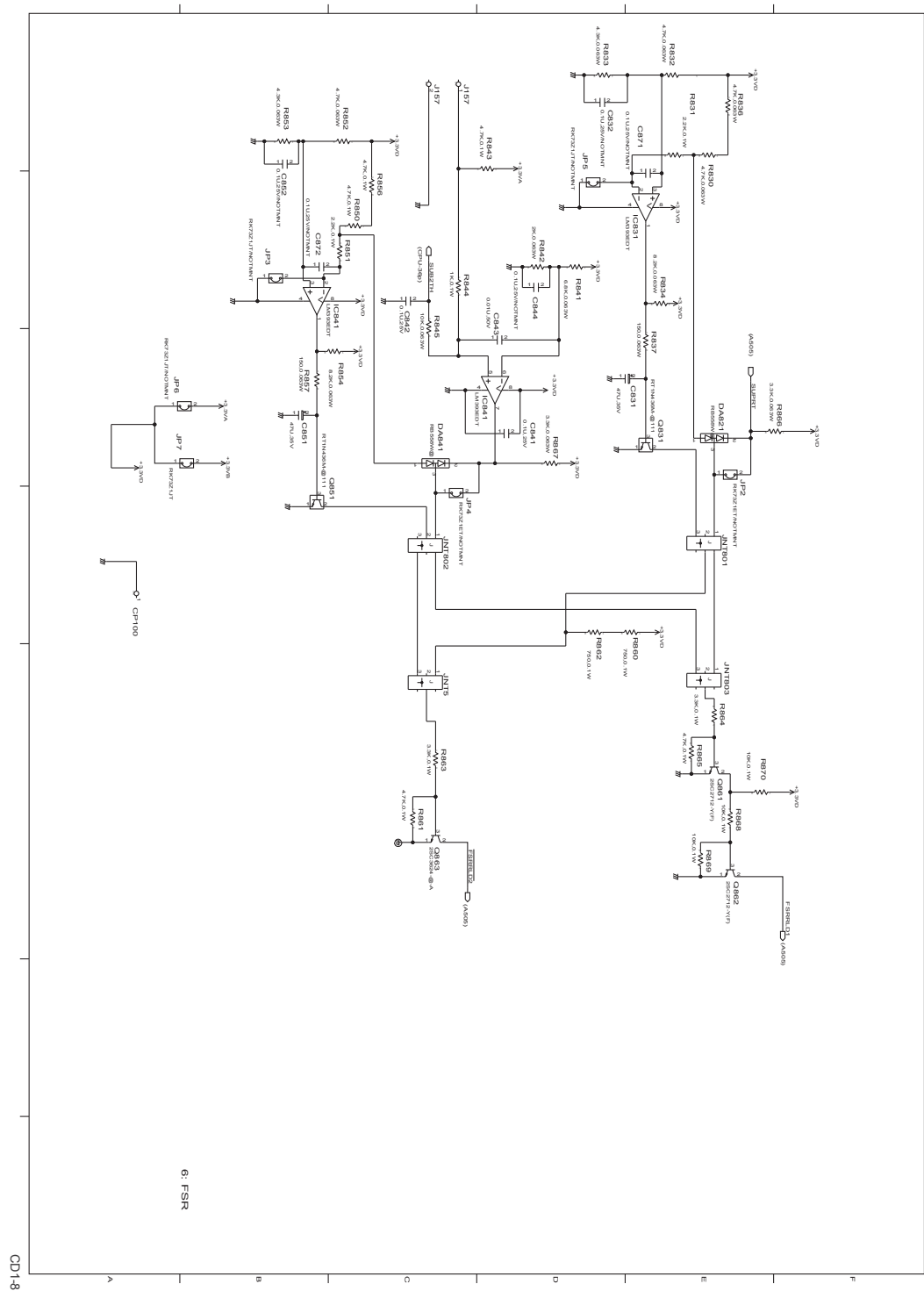
ENWW

Troubleshooting tools 125



FSR diagram

Figure 2-15 FSR diagram




Internal print quality test pages

Print quality troubleshooting page

The print quality page helps solve problems with print quality.

Print a print quality page

1. Touch the Setup  button.
2. Open the [Reports](#) menu.
3. Scroll to, and then touch the [Print Quality Page](#) item.


Print quality assessment page

The print quality assessment page (diagnostics page) prints the calibration and color diagnostics pages.

On the first page, verify that all four toner cartridge colors appear on the page. Also, verify that the 90-degree angles in the corners are single toner colors and that the color plane registration is correct.

On the second page, verify that there are four print-cartridge color sweep bars near the top of the page. From right to left, there should be even steps of toner gradation from light to 100%. The other squares on the page are for use only during manufacturing.

Print a Diagnostics Page

1. Touch the Setup  button.
2. Open the [Reports](#) menu.
3. Touch the [Diagnostics Page](#) item.

Print the Configuration Page

The configuration page lists the current settings and properties of the product. You can use this page to check for color-plane registration and cartridge half tones. Print a configuration page from the product or from one of the Toolbox software programs.


Print a Configuration Page

1. Touch the Setup  button.
2. Open the [Reports](#) menu.
3. Touch the [Configuration Report](#) item.

Service page

The service page lists information about paper type settings, copy quality settings, and other status settings.


Print the Service Page

1. Touch the Setup  button.
2. Open the [Reports](#) menu.
3. Touch the [Service Page](#) item.

Clean the paper path

To clean the paper path, process a cleaning page.

Print the cleaning page

1. Touch the Setup  button.
2. Open the [Service](#) menu.
3. Touch the [Cleaning Page](#) item.

Print-quality troubleshooting tools

Repetitive image defects

If the product output has a consistent, repetitive defect, then use the table in this section to determine which part needs to be replaced based on the measured distance between the repetitions of the defect.



NOTE: The following table replaces the graphical repetitive defect ruler. You can make your own ruler by using these measurements. For the most accurate results, use a metric ruler.


Table 2-6 Repetitive image defects

Distance between identical defects	Component	Notes
22 mm (0.87 in)	Developer roller	Replace the toner cartridge.
38 mm (1.5 in)	Primary charging roller	Replace the toner cartridge.
44.0 mm (1.73 in)	Registration roller	Clean the roller. If dirt still displays on the page, replace the registration unit.
58 mm (2.3 in)	Fuser sleeve	Process a cleaning page. If dirt still displays on the page, replace the fuser.
58 mm (2.3 in)	Transfer roller	Replace the secondary transfer feed unit.
63 mm (2.5 in)	Pressure roller (one rotation)	Process a cleaning page. If dirt still displays on the page, replace the fuser.
75 mm (2.9 in)	OPC drum	Replace the toner cartridge.
78 mm (3 in)	ITB	Calibrate the product. If dirt still displays on the page, replace the ITB unit.

Calibrate the product

Calibration is a product function that optimizes print quality. If you experience any print-quality problems, calibrate the product.

Calibrate the product from the control panel

1. Touch the Setup  button.
2. Open the [System Setup](#) menu.
3. Open the [Print Quality](#) menu.
4. Open the [Color Calibration](#) menu.
5. Touch the [Calibrate Now](#) item.

Calibrate the product from HP ToolboxFX

1. Open HP ToolboxFX.
2. Click the **Device Settings** folder, and then click the **Print Quality** page.
3. In the area for Color Calibration, select the **Calibrate Now** check box.
4. Click the **Apply** item to calibrate the product immediately.

Control panel menus

Setup Menu

To open this menu, touch the Setup  button. The following sub menus are available:

- [HP Web Services](#)
- [Reports](#)
- [Quick Forms](#)
- [Fax Setup](#)
- [System Setup](#)
- [Service](#)
- [Network Setup](#)

HP Web Services menu

Menu item	Description
Enable Web Services	<p>Enables HP Web Services so you can use HP ePrint and the Apps menu.</p> <p>HP ePrint is a tool that prints documents by using any e-mail enabled device to send them to the product's e-mail address.</p> <p>Use the Apps menu to print directly from select Web applications.</p>
Display E-Mail Address	Select whether to display the product's IP address on the control panel.
Print Information Sheet	Print a page that contains the e-mail address for the product as well as other information for HP Web Services.
Turn ePrint On/Off	Turn HP ePrint on or off.
Turn Apps On/Off	Turn the Apps feature on or off.
Remove Web Services	Remove HP Web Services from this product.

Reports menu

Use the [Reports](#) menu to print reports that provide information about the product.

Menu item	Description
Demo Page	Prints a page that demonstrates print quality
Menu Structure	Prints a map of the control panel-menu layout. The active settings for each menu are listed.
Configuration Report	Prints a list of all the product settings. Includes basic network information when the product is connected to a network.
Supplies Status	Prints the status for each toner cartridge, including the following information: <ul style="list-style-type: none">• Estimated percentage of cartridge life remaining• Approximate pages remaining• Part numbers for HP toner cartridges• Number of pages printed• Information about ordering new HP toner cartridges and recycling used HP toner cartridges
Network Summary	Prints a list of all product network settings
Usage Page	Prints a page that lists pages that were jammed or mispicked in the product, monochrome (black and white) or color pages, and reports the count for pages scanned, faxed, and copied.
PCL Font List	Prints a list of all the PCL fonts that are installed.
PS Font List	Prints a list of all the PostScript (PS) fonts that are installed
PCL6 Font List	Prints a list of all the PCL6 fonts that are installed
Color Usage Log	Prints a report that shows the user name, application name, and color usage information on a job-by-job basis
Service Page	Prints the service report
Diagnostics Page	Prints the calibration and color diagnostics pages
Print Quality Page	Prints a page that helps solve problems with print quality

Quick Forms menu

Menu item	Sub-menu item	Description
Notebook Paper	Narrow Rule	Prints pages that have preprinted lines
	Wide Rule	
	Child Rule	
Graph Paper	1/8 inch	Prints pages that have preprinted graph lines
	5 mm	
Checklist	1-Column	Prints pages that have preprinted lines with check boxes
	2-Column	
Music Paper	Portrait	Prints pages that have preprinted lines for writing music
	Landscape	

Fax Setup menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

Menu item	Sub-menu item	Sub-menu item	Description
Fax Set-Up Utility			This is a tool for configuring the fax settings. Follow the on-screen prompts and select the appropriate response for each question.
Basic Setup	Time/Date	(Settings for time format, current time, date format, and current date.)	Sets the time and date setting for the product.
	Fax Header	Enter your fax number. Enter company name.	Sets the identifying information that is sent to the receiving product.
	Answer Mode	Automatic* Manual TAM Fax/Tel	<p>Sets the type of answer mode. The following options are available:</p> <ul style="list-style-type: none"> Automatic: The product automatically answers an incoming call on the configured number of rings. Manual: The user must press the Start Fax button or use an extension phone (press buttons 1-2-3 on the extension phone) to make the product answer the incoming call. TAM: A telephone answering machine (TAM) is attached to the Aux phone port of the product. The product will listen for fax tones after the answering machine has picked up the call and pick up a call if fax tones are detected. Fax/Tel: The product will automatically pick up all calls and determine if the call is a voice or fax call. If the call is a fax call, the product handles the call as an incoming fax. If the incoming call is detected as a voice call, the product will generate an audible synthesized ring to alert the user of an incoming voice call.
	Rings to Answer		Sets the number of rings that must occur before the fax modem answers. The default setting is 5.
	Distinctive Ring	All Rings* Single Double Triple Double and Triple	<p>If you have distinctive ring phone service, use this item to configure how the product responds to incoming calls.</p> <ul style="list-style-type: none"> All Rings: The product answers all ring patterns or calls that come through the telephone line. Single: The product answers any calls that produce a single-ring pattern. Double: The product answers any calls that produce a double-ring pattern. Triple: The product answers any calls that produce a triple-ring pattern. Double and Triple: The product answers any calls that produce a double-ring or triple-ring pattern.

Menu item	Sub-menu item	Sub-menu item	Description
	Dial Prefix	On Off*	Specifies a prefix number that must be dialed when sending faxes from the product. If you turn this feature on, the product prompts you to enter the number and then it automatically includes that number every time you send a fax.
Advanced Setup	Fax Resolution	Standard Fine* Superfine Photo	Sets the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the document size is smaller and the fax takes less time to transmit.
	Lighter/Darker		Sets the darkness of outgoing faxes.
	Fit to Page	On* Off	Shrinks incoming faxes that are larger than the paper size set for the tray.
	Glass Size	Letter A4	Sets the default paper size for documents being scanned from the flatbed scanner.
	Dialing Mode	Tone* Pulse	Sets whether the product should use tone or pulse dialing.
	Redial if Busy	On* Off	Sets whether the product should attempt to redial if the line is busy.
	Redial if No Answer	On Off*	Sets whether the product should attempt to redial if the recipient fax number does not answer.
	Redial if Comm. Error	On* Off	Sets whether the product should attempt to redial the recipient fax number if a communication error occurs.
	Detect Dial Tone	On Off*	Sets whether the product should check for a dial tone before sending a fax.
	Billing Codes	On Off*	Enables the use of billing codes when set to On . A prompt displays where you can enter the billing code for an outgoing fax.
	Extension Phone	On* Off	When this feature is enabled, you can press the 1-2-3 buttons on the extension phone to cause the product to answer an incoming fax call.
	Stamp Faxes	On Off*	Sets the product to print the date, time, sender's phone number, and page number on each page of incoming faxes.

Menu item	Sub-menu item	Sub-menu item	Description
	Private Receive	On Off*	Setting the Private Receive feature to On requires you to set a product password. After setting the password, the following options are set: <ul style="list-style-type: none"> The Private Receive feature is turned on. All old faxes are deleted from memory. Fax forwarding is set to Off and is not allowed to be changed. All incoming faxes are stored in memory.
	Confirm Fax Number	On Off*	Confirm a fax number by entering it a second time.
	Allow Fax Reprint	On* Off	Sets whether incoming faxes are stored in memory for reprinting later.
	Fax/Tel Ring Time	20* 30 40 70	Sets the time, in seconds, after which the product should stop sounding the Fax/Tel audible ring to notify the user of an incoming voice call.
	Print Duplex	On Off*	Sets duplex printing as the default for faxes.
	Fax Speed	Fast (V.34)* Medium (V.17) Slow (V.29)	Sets the allowed fax communication speed.

System Setup menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

Menu item	Sub-menu item	Sub-menu item	Sub-menu item	Description
Language	(List of available control-panel display languages.)			Sets the language in which the control panel displays messages and product reports.
Paper Setup	Default Paper Size	Letter A4 Legal		Sets the size for printing internal reports, faxes, or any print job that does not specify a size.
	Default Paper Type	Lists available paper types.		Sets the type for printing internal reports, faxes, or any print job that does not specify a type.
	Tray 1	Paper Type Paper Size		Select the default size and type for Tray 1 from the list of available sizes and types.
	Tray 2	Paper Type Paper Size		Select the default size and type for Tray 2 from the list of available sizes and types.
	Paper Out Action	Wait forever* Cancel Override		<p>Determines how the product reacts when a print job requires a paper size or type that is unavailable or when the tray is empty.</p> <ul style="list-style-type: none"> • Wait forever: The product waits until you load the correct paper. • Override: Print on a different size paper after a specified delay. • Cancel: Automatically cancel the print job after a specified delay. • If you select either the Override or Cancel item, the control panel prompts you for the number of seconds to delay.
Print Quality	Color Calibration	Calibrate Now Power-On Calibration		<p>Performs a full calibration.</p> <ul style="list-style-type: none"> • Calibrate Now: Performs an immediate calibration. • Power-On Calibration: Specify the length of time the product should wait after you turn it on before it calibrates.
	Adjust Alignment	Print Test Page		Use this menu to shift the margin alignment to center the image on the page from top to bottom and from left to right. Before adjusting these values, print a test page. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary.

Menu item	Sub-menu item	Sub-menu item	Sub-menu item	Description
		Adjust Tray <X>	X1 Shift	Use the X1 Shift setting to center the image from side to side on a single-sided page or for the second side of a two-sided page.
			X2 Shift	
			Y Shift	Use the X2 Shift setting to center the image from side to side on the first side of a two-sided page.
				Use the Y Shift setting to center the image from top to bottom on the page.
Energy Settings	Sleep Delay	15 Minutes*		Sets how long the product remains idle before it enters Sleep mode. The product automatically exits Sleep mode when you send a print job or press a control panel button. NOTE: The default Sleep Delay time is 15 minutes.
		30 Minutes		
		1 Hour		
		2 Hours		
		Off		
		1 Minute		
	Auto Power Down	Power Down Delay	30 Minutes*	Select the length of time after which the product automatically turns off. NOTE: The default Power Down Delay time is 30 minutes.
			1 Hour	
			2 Hours	
			4 Hours	
			8 Hours	
			24 Hours	
			Never	
		Wake Events	USB Job	Select whether the product wakes when it receives each of these types of jobs or actions. The default for each option is Yes .
			LAN Job	
			Wireless Job	
			Button Press	
Volume Settings	Alarm Volume			Set the volume levels for the product. The following options are available for each volume setting:
	Ring Volume			
	Key-Press Volume			
	Phone Line Volume			
				<ul style="list-style-type: none"> Off Soft Medium* Loud
Time/Date	(Settings for time format, current time, date format, and current date.)			Sets the time and date setting for the product.

Menu item	Sub-menu item	Sub-menu item	Sub-menu item	Description
Product Security	On			Sets the product-security feature. If you select the On setting, you must set a password.
	Off			
USB Flash Drive	On			Enable or disable printing directly from the USB port on the front of the product.
	Off			
Disable Fax	On			Enable or disable the Fax feature.
	Off			
Supply Settings	Black Cartridge	Very Low Setting	Prompt Continue* Stop	Set how the product behaves when the black toner cartridge reaches the very low threshold. <ul style="list-style-type: none"> • Prompt: The product stops printing and prompts you to replace the toner cartridge. You can acknowledge the prompt and continue printing. A customer configurable option on this product is "Prompt to Remind Me in 100 pages, 200 pages, 300 pages, or never." This option is provided as a customer convenience and is not an indication these pages will have acceptable print quality. • Continue: The product alerts you that the toner cartridge is very low, but it continues printing. • Stop: The product stops printing until you replace the toner cartridge.
		Low Threshold	Enter percentage	Use the arrow buttons to increase or decrease the percentage of estimated life remaining at which the product alerts you that the toner cartridge is low. <p>For the black cartridge that ships with the product, the default is 27%. For the standard replacement black toner cartridge, the default is 15%. For the high-capacity replacement black toner cartridge, the default is 8%.</p> <p>The default values are intended to provide approximately two weeks of use before the cartridge reaches the very low state.</p>

Menu item	Sub-menu item	Sub-menu item	Sub-menu item	Description
	Color Cartridges	Very Low Setting	Stop	<p>Set how the product behaves when the one of the color toner cartridges reaches the very low threshold.</p> <ul style="list-style-type: none"> • Prompt: The product stops printing and prompts you to replace the toner cartridge. You can acknowledge the prompt and continue printing. A customer configurable option on this product is "Prompt to Remind Me in 100 pages, 200 pages, 300 pages, or never." This option is provided as a customer convenience and is not an indication these pages will have acceptable print quality. • Continue: The product alerts you that the toner cartridge is very low, but it continues printing. • Print Black: The product has been customer configured to print using only the black toner cartridge when the level of a color supply is very low. The color supply might still be able to produce acceptable print quality. To print in color, either replace the color supply or reconfigure the product. <p>When you choose to replace the very low toner cartridge, color printing resumes automatically.</p> <ul style="list-style-type: none"> • Stop: The product stops printing until you replace the toner cartridge.
			Prompt	
			Continue	
			Print Black*	
		Low Threshold	Cyan	Enter percentage
			Magenta	<p>Use the arrow buttons to increase or decrease the percentage of estimated life remaining at which the product alerts you that the toner cartridge is low.</p> <p>For the color toner cartridges that ship with the product, the default is 20%. For the replacement color toner cartridges, the default is 10%.</p> <p>The default values are intended to provide approximately two weeks of use before the cartridge reaches the very low state.</p>
			Yellow	

Menu item	Sub-menu item	Sub-menu item	Sub-menu item	Description
	Store Usage Data	On Supply*		<p>The product automatically stores toner cartridge usage data in its internal memory. It can also store this data on memory chips in the toner cartridges. Select the Not on Supply option to store the data only in the product memory.</p> <p>The information stored on the toner cartridge memory chip helps HP design future products to meet our customers' printing needs. HP collects a sampling of memory chips from toner cartridges returned to HP's free return and recycling program. The memory chips from this sampling are read and studied in order to improve future HP products.</p> <p>The data collected from the toner cartridge memory chip does not contain information that can be used to identify a customer or user of the toner cartridge or their product.</p>
		Not on Supply		
Courier Font	Regular			Sets Courier font values.
	Dark			
Color Copy	On			Enables or disables color copying.
	Off			

Service menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

Menu item	Sub-menu item	Sub-menu item	Description
Fax Service	Clear Saved Faxes		Clears all faxes in memory.
	Run Fax Test		Performs a fax test to verify that the phone cord is plugged in the correct outlet and that there is a signal on the phone line. A fax test report is printed indicating the results.
	Print T.30 Trace	Now	Prints or schedules a report that is used to troubleshoot fax transmission issues.
		Never*	
		If Error	
		At End of Call	
	Error Correction	On*	The error correction mode allows the sending device to re-transmit data if it detects an error signal.
		Off	
	Fax Service Log		The fax service log prints out the last 40 entries in the fax log.
Cleaning Page			<p>Cleans the product when specks or other marks appear on printed output. The cleaning process removes dust and excess toner from the paper path.</p> <p>When selected, the product prompts you to load plain Letter or A4 paper in Tray 1. Touch the OK button to begin the cleaning process. Wait until the process completes. Discard the page that prints.</p>
USB Speed	High*		Sets the USB speed for the USB connection to the computer. For the product to actually operate at high speed, it must have high speed enabled and be connected to an EHCI host controller that is also operating at high speed. This menu item also does not reflect the current operating speed of the product.
	Full		
Less Paper Curl	On		When printed pages are consistently curled, this option sets the product to a mode that reduces curl.
	Off*		
Archive Print	On		When printing pages that will be stored for a long time, this option sets the product to a mode that reduces toner smearing and dusting.
	Off*		
Firmware Datecode			Displays the current firmware datecode

Menu item	Sub-menu item	Sub-menu item	Description
Restore Defaults			Sets all settings to the factory default values
HP Smart Install	On*		Enable or disable the HP Smart Install tool.
	Off		Disable the tool if you want to connect to a network by using an Ethernet cable.
			If you disable HP Smart Install, you must use the product software CD to install the product software.

Network Setup menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

Menu item	Sub-menu item	Sub-menu item	Description
Wireless Menu	Wireless Direct Settings	Wireless Direct On/Off	Enables or disables the Direct Wi-Fi wireless access feature.
		Wireless Direct Name	Set the product's Direct Wifi name, so you can access it from other wireless devices that support the Wi-Fi Direct protocol.
		Wireless Direct Mode	Set the product's Direct Wifi mode. <ul style="list-style-type: none">Select the Print Only option (the default setting) to allow wireless access to only the product print functions from a mobile device.Select the Open Network option to allow wireless access to all product functions and settings from a mobile device.
	Wireless Setup Wizard		Guides you through the steps to set up the product on a wireless network
	Wi-Fi Protected Setup		If your wireless router supports this feature, use this method to set up the product on a wireless network. This is the simplest method.
	Run Network Test		Tests the wireless network and prints a report with the results.
	Turn Wireless On/Off		Enables or disables the wireless network feature.
TCP/IP Config	Automatic*		Automatic: The product automatically configures all the TCP/IP settings via DHCP, BootP or AutoIP.
	Manual		Manual: You can manually configure the IP address, subnet mask, and default gateway. The control panel prompts you to specify values for each address section. As each address is completed, the product prompts for address confirmation before moving to the next one. After all three addresses are set, the network reinitializes.
Auto Crossover	On*	Enables or disables the use of a standard 10/100 network cable when the product is directly connected to a computer.	
	Off		
Network Services	IPv4	Enable or disable the IPv4 and IPv6 protocols. By default, each protocol is enabled.	
	IPv6		
Link Speed	Automatic*		Sets the link speed manually if needed.
	10T Full		After setting the link speed, the product automatically restarts.
	10T Half		
	100TX Full		
	100TX Half		

Menu item	Sub-menu item	Sub-menu item	Description
HTTPS Enforcement	Yes		Sets the product so that it communicates only with Web sites that use hypertext transfer protocol secure (HTTPS).
	No*		
Restore Defaults			Resets all network configurations to their factory defaults.

Function specific menus

The product features function-specific menus for copying, faxing, and scanning. To open these menus, touch the button for that function on the control panel.

Copy menu

To open this menu, touch the [Copy](#) button, and then touch the [Settings...](#) button.



NOTE: Settings that you change by using this menu expire 2 minutes after the last copy completes.

Menu item	Sub-menu item	Sub-menu item	Description
ID Copy			Copies both sides of identification cards, or other small-size documents, onto the same side of one sheet of paper.
NOTE: This item is available from the main Copy screen. You do not need to touch the Settings... button to access it.			
Number of Copies	(1–99)		Specifies the number of copies
Reduce/Enlarge	Original=100%*		Specifies the size of the copy.
	Legal to Letter=78%		
	Legal to A4=83%		
	A4 to Letter=94%		
	Letter to A4=97%		
	Full Page=91%		
	Fit to Page		
	2 Pages per Sheet		
Lighter/Darker	4 Pages per Sheet		Specifies the contrast of the copy.
	Custom: 25 to 400%		

Menu item	Sub-menu item	Sub-menu item	Description
Optimize	Describe Original	Auto Select* Mixed Text Picture	Specifies the type of content in the original document, so the copy is the best match for the original.
Paper	Paper Size Paper Type		Specifies the paper size and type for copies.
Multi-Page Copy	Off* On		When this feature is on, the product prompts you to load another page onto the scanner glass or to indicate that the job is complete.
Collation	On* Off		Specifies whether to collate copy jobs
Tray Select	Auto Select* Tray 1 Tray 2		Specifies which tray to use for copies.
Two Sided	1-Sided to 1-Sided* 1-Sided to 2-Sided 2-Sided to 1-Sided 2-Sided to 2-Sided		Specifies the duplex setting for copies.
Draft Mode	Off* On		Specifies whether to use draft-quality printing for copies
Image Adjustment	Lightness Contrast Sharpen Background Removal Color Balance Grayness		Adjusts the image quality settings for copies
Set as New Defaults			Saves any changes you have made to this menu as the new defaults
Restore Defaults			Restores the factory defaults for this menu

Fax menu

To open this menu, touch the [Fax](#) button, and then touch the [Fax Menu](#) button.

Menu item	Sub-menu item	Sub-menu item	Description
Fax Reports	Fax Confirmation	On Every Fax	Sets whether the product prints a confirmation report after a fax job.
		On Send Fax Only	
		On Receive Fax Only	
		Never*	
	Include First Page	On* Off	Sets whether the product includes a thumbnail image of the first page of the fax on the report.
	Fax Error Report	On Every Error*	Sets whether the product prints a report after a failed fax job.
		On Send Error	
		On Receive Error	
		Never	
	Print Last Call Report		Prints a detailed report of the last fax operation, either sent or received.
	Fax Activity Log	Print Log Now	Print Log Now : Prints a list of the faxes that have been sent from or received by this product.
		Auto Log Print	
			Auto Log Print : Automatically prints a report after every fax job.
	Print Phone Book		Prints a list of the speed dials that have been set up for this product.
	Print Junk Fax list		Prints a list of phone numbers that are blocked from sending faxes to this product.
	Print Billing Report		Prints a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code. This menu item displays only when the billing codes feature is turned on.
	Print All Fax Reports		Prints all fax-related reports.
Send Options	Send Fax Later		Allows a fax to be sent at a later time and date.
	Broadcast Fax		Sends a fax to multiple recipients.

Menu item	Sub-menu item	Sub-menu item	Description
	Fax Job Status		Displays pending fax jobs, and allows you to cancel pending fax jobs.
	Fax Resolution	Standard Fine Superfine Photo	Sets the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the document size is smaller.
Receive Options	Print Private Faxes		Prints stored faxes when the private-receive feature is on. This menu item displays only when the private-receive feature is turned on. The product prompts you for the system password.
	Block Junk Faxes	Add Number Delete Number Delete All Numbers Print Junk Fax list	Modifies the junk fax list. The junk fax list can contain up to 30 numbers. When the product receives a call from one of the junk fax numbers, it deletes the incoming fax. It also logs the junk fax in the activity log along with job-accounting information.
	Reprint Faxes		Prints the received faxes stored in available memory. This item is available only if you have turned on the Allow Fax Reprint feature in the Fax Setup menu.
	Forward Fax	On Off*	Sets product to send all received faxes to another fax machine.
	Polling Receive		Allows the product to call another fax machine that has polling send enabled.
Phone Book Setup	Individual Setup		Edits the fax phone book speed dials and group-dial entries. The product supports up to 120 phone book entries, which can be either individual or group entries.
	Group Setup		
	Delete Entry	Deletes a specific phone book entry.	
	Delete All Entries	Deletes all entries in the phone book.	

Menu item	Sub-menu item	Sub-menu item	Description
	Print Report Now	Prints a list of all the individual and group dial entries in the phone book.	
Change Defaults			Opens the Fax Setup menu.

Scan menu

Menu item	Sub-menu item	Sub-menu item	Description
Scan to USB Drive	Scan File Type	JPEG PDF	Scans a document and stores it as a .PDF document or .JPEG image on the USB flash drive.
NOTE: Touch the Settings... button to access the sub menus.	Scan Resolution	75 dpi 150 dpi 300 dpi	Specifies the resolution to use for the scanned image. Scan quality increases by using higher resolution, but the document size also increases.
	Scan Paper Size	Letter Legal A4	Specifies the size of the page to use for the scanned document.
	Scan Source	Document Feeder Flatbed Scanner	Specifies whether the scanned page is in the document feeder or on the scanner glass.
	File Name Prefix		Provides a way to set a standard name prefix for scan job files.
	Output Color	Color Black & White	Specifies whether the scan output document will be a color image or a monochrome image.
	Set as New Defaults		Saves any changes you have made to this menu as the new defaults.

USB Flash Drive

Menu item	Description
Print Documents	<p>Prints documents stored on the USB drive. Use the arrow buttons to scroll through the documents. Touch the names of documents that you want to print.</p> <p>Touch the summary screen to change settings such as the number of copies, the paper size, or the paper type.</p> <p>Touch the Print button when you are ready to print the documents.</p>
View and Print Photos	<p>Previews photos on the USB drive. Use the arrow buttons to scroll through the photos. Touch the preview image for each photo that you want to print. You can adjust the settings, and you can save the changes as the new default settings. When you are ready to print the photos, touch the Print button.</p>
Scan to USB Drive	<p>Scans a document and stores it as a .PDF document or .JPEG image on the USB flash drive.</p>

Interpret control panel messages

Control panel message types

The control panel messages indicate the current product status or situations that might require action.

Alert and warning messages appear temporarily and might require you to acknowledge the message by pressing the [OK](#) button to resume or by pressing the Cancel [X](#) button to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the product will attempt to resume the printing job after the warning has appeared for 10 seconds without acknowledgement.

Critical error messages can indicate some kind of failure. Turning off and then turning on the power might fix the problem. If a critical error persists, the product might require service.

Control panel messages

10.100X Supply Memory Error

Description

A specific toner cartridge has a faulty or missing memory chip.

"X" indicates the cartridge: 0=black, 1=cyan, 2=magenta, 3=yellow.

Recommended action

Check the memory chip. If it is broken or damaged, replace the cartridge.

Verify that the cartridge is installed in the correct location.

Reinstall the toner cartridge.

Turn off and then turn on the product.

If the error is with a color cartridge, try swapping it with a different color cartridge in the tray. If the same message displays, then there is an engine problem. If a different 10.100X message displays, replace the cartridge.

If the problem is not solved, replace the cartridge.

49 Error, Turn off then on

Description

The product has experienced an internal embedded software error. Under most conditions, the product automatically restarts.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

50.x Fuser Error

Description

The product has experienced an internal hardware error.

Recommended action

1. Turn off the power by using the power switch, and then wait at least 30 seconds.
2. If a surge protector is being used, remove it. Connect the product directly into the wall socket.
3. Turn on the power and wait for the product to initialize.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

52 Scanner Error

Description

The product has experienced an internal hardware error.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If a surge protector is being used, remove it. Connect the product directly into the wall socket. Use the power switch to turn the product on.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

57 Fan Error, Turn off then on

Description

The product has experienced a problem with its internal fan.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

79 Error Turn off then on

Description

The product has experienced an internal firmware error. Under most conditions, the product automatically restarts.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If a surge protector is being used, remove it. Connect the product directly into the wall socket. Use the power switch to turn the product on.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Black Cartridge Low

Description

The toner cartridge is nearing the end of its useful life.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Black in wrong position

Description

The toner cartridge is installed in the incorrect slot.

Recommended action

Make sure that each toner cartridge is installed in the correct slot. From front to back, the toner cartridges are installed in this order: black, cyan, magenta, and yellow.

Black Very Low

Description

The toner cartridge is at the end of its useful life. The product continues printing to prevent fax interruptions.


Recommended action

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Toner cartridge Warranty Statement.

Canceled scan. Clear document

Description


You touched the Cancel  button while scanning, faxing, or copying to cancel the current job while pages were feeding from the document feeder. The cancel process does not automatically clear the document feeder.

Recommended action

Remove the jammed item. Then, clear the items in the document feeder tray and start over.

Canceled send. Clear document

Description

You touched the Cancel  button while faxing to cancel the current job while pages were feeding from the document feeder. The cancel process does not automatically clear the document feeder.

Recommended action

Remove the jammed item. Then, clear the items in the document feeder tray and start over.

Communication error.

Description

A fax communication error occurred between the product and the sender or receiver.

Recommended action

Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Connect the product phone cord into a jack for another phone line.

Try a different phone cord.

Set the [Fax Speed](#) option to the [Slow \(V.29\)](#) setting or disable the [Fast \(V.34\)](#) setting.

Turn off the [Error Correction](#) feature to prevent automatic error correction.



NOTE: Turning off the [Error Correction](#) feature can reduce image quality.

Print the [Fax Activity Log](#) report from the control panel to determine if the error occurs by using a specific fax number.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Cyan Cartridge Low

Description

The toner cartridge is nearing the end of its useful life.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Cyan in wrong position

Description

The toner cartridge is installed in the incorrect slot.

Recommended action

Make sure that each toner cartridge is installed in the correct slot. From front to back, the toner cartridges are installed in this order: black, cyan, magenta, and yellow.

Cyan Very Low

Description

The toner cartridge is at the end of its useful life. When a color toner cartridge becomes very low, the product prints in black only to prevent fax interruptions. When you choose to replace the very low toner cartridge, color printing resumes automatically.

Recommended action

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.

Device error, press OK

Description

Generic engine error.

Recommended action

This is a warning message only. Job output might be affected.

Device is busy. Try again later**Description**

The product is currently in use.

Recommended action

Wait for the product to finish the current job, or to finish initializing.

Document feeder door is open.**Description**

The document feeder cover is open, or a sensor is malfunctioning.

Recommended action

Make sure that the document feeder cover is closed.

If the message persists, turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Document feeder jam. Clear and reload.**Description**

A piece of paper is jammed in the document feeder tray.

Recommended action

Clear the jam.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Document feeder mispick. Reload**Description**

The product did not pick up the paper in the document feeder.

Recommended action

Remove the paper from the document feeder tray, and then reload it.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Door open

Description

The toner cartridge door is open.

Recommended action

Close the toner cartridge door.

Engine Communication Error

Description

The product has experienced an engine communication timeout error.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If a surge protector is being used, remove it. Connect the product directly into the wall socket. Use the power switch to turn the product on.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Engine error. Press OK to continue.

Description

The product experienced a print engine error.

Recommended action

This is a warning message only. Job output might be affected.

Fax is busy. Canceled send.

Description

The fax line to which you were sending a fax was busy. The product has canceled sending the fax.

Recommended action

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Check that the [Redial if Busy](#) option is enabled.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax is busy. Redial pending.

Description

The fax line to which you were sending a fax was busy. The product automatically redials the busy number.

Recommended action

Allow the product to retry sending the fax.

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax receive error.

Description

An error occurred while trying to receive a fax.

Recommended action

Ask the sender to resend the fax.

Try faxing back to the sender or another fax machine.

Check that the telephone cord is securely connected by unplugging and replugging the cord.

Make sure that you are using the telephone cord that came with the product.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

Decrease the fax speed. Ask the sender to resend the fax.

Turn off error-correction mode. Ask the sender to resend the fax.



NOTE: Turning off error-correction mode can reduce the quality of the fax image.

Connect the product to a different phone line.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax Send error.

Description

An error occurred while trying to send a fax.

Recommended action

Try resending the fax.

Try faxing to another fax number.

Check that the telephone cord is securely connected by unplugging and replugging the cord.

Make sure that you are using the telephone cord that came with the product.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

Connect the product to a different phone line.

Set the fax resolution to [Standard](#) instead of the default of [Fine](#).

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax storage is full. Canceling the fax receive.

Description

The amount of available memory for storing faxes is insufficient to store an incoming fax.

Recommended action

If you are using the [Private Receive](#) feature, print all received faxes to regain some memory.

If you still need more memory, clear faxes from memory. Open the [Service](#) menu. In the [Fax Service](#) menu, select the [Clear Saved Faxes](#) option.

Fax storage is full. Canceling the fax send.

Description

During the fax job, the memory filled. All pages of the fax have to be in memory for a fax job to work correctly. Only the pages that fit into memory were sent.

Recommended action

Cancel the current job. Turn the product off, and then turn it on again. Try sending the job again.

If the error reoccurs, cancel the job and turn the product off and then on a second time. The product might not have enough memory for some jobs.

Fit to Page on flatbed only

Description

The copy reduce/enlarge feature (called "Fit to Page") applies only to copies made from the flatbed scanner.

Recommended action

Use the flatbed or select another reduction/enlargement setting.

Genuine HP supply installed

Description

A genuine HP supply was installed.

Recommended action

No action necessary.

Incompatible <color>

Description

You have installed a toner cartridge that is intended for use in a different HP product model. The product might not function correctly with this toner cartridge installed.

Recommended action

Install the correct toner cartridge for this product.

Install [color] cartridge

Description

One of the color cartridges is not installed with the door closed.

Recommended action

Install the indicated color cartridge.

Invalid driver Press OK

Description

You are using the incorrect printer driver.

Recommended action

Select the printer driver that is appropriate for your product.

Invalid entry

Description

Invalid data or response.

Recommended action

Correct the entry.

Jam in (area), Open door and clear jam

Description

There is a paper jam in the print paper path or output bin.

Recommended action

Clear the jam from the area indicated on the product control panel, and then follow the control panel instructions.

Jam in Tray 1, Clear jam and then press OK

Description

The product has detected a jam in Tray 1.

Recommended action

Clear the jam, and then follow the control panel instructions.

Load paper

Description

The tray is empty.

Recommended action

Load paper in the tray.

Load Tray 1 <TYPE> <SIZE>, Press OK to use available media

Description

Device is processing a job, but no trays match.

Recommended action

Load paper in the correct orientation.

Touch the **OK** button to use existing tray settings.

Load Tray 1, <PLAIN> <SIZE> / Cleaning mode, OK to start

Description

Cleaning mode paper prompt.

Recommended action

Load a clean sheet of paper in the correct orientation, then touch the **OK** button to begin the cleaning procedures.

Load tray <X> Press [OK] for available media

Description

The tray is empty.

Recommended action

Load paper into the tray to continue printing. Press the **OK** button to select a different tray.

Magenta Cartridge Low

Description

The toner cartridge is nearing the end of its useful life.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Magenta in wrong position

Description

The toner cartridge is installed in the incorrect slot.

Recommended action

Make sure that each toner cartridge is installed in the correct slot. From front to back, the toner cartridges are installed in this order: black, cyan, magenta, and yellow.

Magenta Very Low

Description

The toner cartridge is at the end of its useful life. When a color toner cartridge becomes very low, the product prints in black only to prevent fax interruptions. When you choose to replace the very low toner cartridge, color printing resumes automatically.

Recommended action

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.

Manual Duplex Load Tray 1, Press OK

Description

Manual duplex mode.

Recommended action

Load paper in the correct orientation.

Manual feed <SIZE> <TYPE>, Press OK to use available media

Description

Print Manual Feed mode.

Recommended action

Load paper into Tray 1.

Memory is low. Press OK.

Description

The product memory has been almost completely filled.

Recommended action

Touch the **OK** button to cancel the job.

Break the job into smaller jobs that contain fewer pages.

Turn the product off and then on to clear the memory.

Memory is low. Try again later

Description

The product does not have enough memory to start a new job.

Recommended action

Wait until the current job is finished before starting a new job.

Turn the product off and then on to clear the memory.

Memory low Only 1 copy made. Press OK to continue.

Description

The product does not have enough memory to complete the collated copy job.

Recommended action

Break the job into smaller jobs that contain fewer pages.

Turn the product off and then on to clear the memory.

Misprint, Press OK**Description**

Feed delay misprint.

Recommended action

Verify that paper is loaded in the input tray.

Reload paper.

No dial tone.**Description**

The product could not detect a dial tone.

Recommended action

Check for a dial tone on the phone line by touching the [Start Fax](#) button.

Unplug the telephone cord from both the product and the wall and replug the cord.

Make sure that you are using the telephone cord that came with the product.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax answer. Canceled send.**Description**

Attempts to redial a fax number failed, or the [Redial if No Answer](#) option was turned off.

Recommended action

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Check that the redial option is enabled.

Unplug the telephone cord from both the product and the wall and replug the cord.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax answer. Redial pending.

Description

The receiving fax line did not answer. The product attempts to redial after a few minutes.

Recommended action

Allow the product to retry sending the fax.

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

If the product continues to redial, unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax detected.

Description

The product answered the incoming call but did not detect that a fax machine was calling.

Recommended action

Allow the product to retry receiving the fax.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Print failure, press OK. If error repeats, turn off then on.

Description

The product could not print the current page because of its complexity.

Recommended action

Touch the **OK** button to clear the message.

Remove shipping lock from <color> cartridge**Description**

A toner cartridge shipping lock is installed.

Recommended action

Pull the orange tab to remove the shipping lock from the cartridge.

Remove shipping locks from cartridges**Description**

A toner cartridge shipping lock is installed on one or more toner cartridges.

Recommended action

Pull the orange tab to remove the shipping lock from the cartridge.

Replace [color]**Description**

The toner cartridge is at the end of its useful life, and the product is customer-configured to stop printing when it reaches the very low state.

Recommended action

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.

Scanner error #, Turn off then on**Description**

The product has experienced an error in the scanner sub-assembly area.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

Do not open the scanner lid until the initialization process is complete.

If a surge protector is being used, remove it. Connect the product directly into the wall socket. Use the power switch to turn the product on.


If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Scanner reserved for PC scan

Description

A computer is using the product to create a scan.

Recommended action

Wait until the computer scan has finished, or cancel the scan from the computer software, or touch the Cancel  button.

Scanning error Cannot connect

Description

The product cannot transmit scan information to a computer.

Recommended action

Verify that the connection cable is not loose or damaged. Replace the cable if necessary, and try the scan again.

Settings cleared

Description

The product has cleared job settings.

Recommended action

Re-enter any appropriate job settings.

Unexpected size in tray # Load <size> Press [OK]

Description

The product has detected paper in the tray that does not match the configuration for the tray.

Recommended action


Load the correct paper into the tray, or configure the tray for the size that you have loaded.

Unsupported <color> Press [OK] to continue

Description

The product has detected a toner cartridge that was not made by HP.

Recommended action

Press the  button to continue printing.

If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit. Service or repairs that are required as a result of using unsupported supplies is not covered under HP warranty.

Used <color> in use

Description

You are using a toner cartridge that reached the default low threshold while it was installed in a product.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Used [color] installed, to accept press OK

Description

A used color toner cartridge has been installed or moved.

Recommended action

Touch the **OK** button to return to the Ready state.

Used supplies in use

Description

You are using more than one toner cartridge that reached the default low threshold while it was installed in a product.

Recommended action

Printing can continue, but consider having replacement supplies on hand.

Yellow Cartridge Low

Description

The toner cartridge is nearing the end of its useful life.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Yellow in wrong position

Description

The toner cartridge is installed in the incorrect slot.

Recommended action

Make sure that each toner cartridge is installed in the correct slot. From front to back, the toner cartridges are installed in this order: black, cyan, magenta, and yellow.

Yellow Very Low

Description

The toner cartridge is at the end of its useful life. When a color toner cartridge becomes very low, the product prints in black only to prevent fax interruptions. When you choose to replace the very low toner cartridge, color printing resumes automatically.

Recommended action

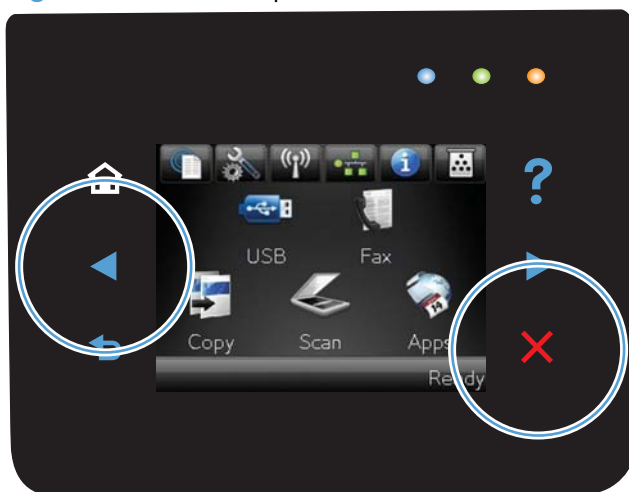
To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.


Event-log messages

Accessing the event log requires touching the Left Arrow ◀ button and the Cancel ✖ button on the touchscreen when they are not illuminated. Use the figure below to locate these buttons on the touchscreen.

Figure 2-16 Control-panel test



Print the event log

 **NOTE:** You can use HP ToolboxFX to view the event log from a computer.

1. Make sure the product is in the Ready state.
2. Touch the Setup ⚙ button.
3. Simultaneously touch the Left Arrow ◀ button and the Cancel ✖ button.
4. Touch the Setup ⚙ button.

5. Open the [2ndry Service](#) menu.
6. Open the [Service Reports](#) menu.
7. Touch the [Error Report](#) item.

Event log messages

The following table contains all event log codes for this product. Many event log codes correspond to a control-panel error message.

Some product events do not produce a message that displays on the control panel. Instead, they are only recorded in the event log.

Table 2-7 Event-log messages

Event code	Description
13.0000	Paper jam
20.0000	Memory out
21.0000	Page misfeed or mispick
41.2000	Beam detect malfunction
41.3000	Unexpected size
50.1000	Low fuser temperature error
50.2000	Slow fuser error
50.3000	High fuser temperature error
50.4000	Fuser drive circuit error
50.7000	Fuser open error
50.8000	Low sub-thermistor fuser error
50.9000	High sub-thermistor fuser error
51.2000	Black scanner laser error (inline devices only)
51.2100	Cyan scanner laser error (inline devices only)
51.2200	Magenta scanner laser error (inline devices only)
51.2300	Yellow scanner laser error (inline devices only)
54.0100	Environmental sensor error
54.0600	Density sensor error
54.1100	Black density out of range
54.1101	Cyan density out of range
54.1102	Magenta density out of range
54.1103	Yellow density out of range
54.1200	Black density measurement abnormality

Table 2-7 Event-log messages (continued)

Event code	Description
54.1201	Cyan density measurement abnormality
54.1202	Magenta density measurement abnormality
54.1203	Yellow density measurement abnormality
54.1400	Color plane registration sensor error (inline devices only)
54.1599	Black CPR pattern cannot be read
54.1501	Cyan CPR pattern cannot be read
54.1502	Magenta CPR pattern cannot be read
54.1503	Yellow CPR pattern cannot be read
54.1500	Yellow toner level sensor error
54.1600	Magenta toner level sensor error
54.1700	Cyan toner level sensor error
54.1800	Black toner level sensor error
54.1900	Bad top-of-page (TOP) sensor
54.2100	Beam detect (BD) error
54.2500	Top-of-page sensor error
55.0000	Engine internal communication error
55.0601	DC controller NVRAM data error
55.0602	DC controller NVRAM access error
55.1000	DC controller memory error
57.0100	Fan motor error
57.0200	Fan error
59.0160	ITB or main motor rotation error (59.A0)
59.0192	Developer motor rotation error (59.C0)
59.0240	Transfer alienation failure (59.F0)
59.3000	Fuser motor startup error
59.4000	Fuser motor error
59.5000	Image drum motor startup error—black
59.5300	Image drum motor startup error—yellow
59.6000	Image drum motor rotation error—black
59.6300	Image drum motor rotation error—yellow
59.7000	Black developer motor startup error
59.7300	Yellow developer motor startup error

Table 2-7 Event-log messages (continued)

Event code	Description
59.8000	Black developer motor rotation error
59.8300	Yellow developer motor rotation error
59.9000	ITB motor start error

Table 2-8 Event-log-only messages

Event code	Description	Solution
20.0000	Memory out	<ol style="list-style-type: none"> 1. Turn off the power by using the power switch, and then wait at least 30 seconds. 2. Turn on the power and wait for the product to initialize. <p>If the error persists, break the job into smaller jobs that contain fewer pages.</p> <p>If the error persists, update the firmware.</p> <p>NOTE: For memory-card models, adding memory to the DIMM slot might help solve this problem.</p>
54.0100	Environmental sensor error	<p>Verify that the DC controller connectors are firmly connected.</p> <p>If the error persists, replace the temperature/humidity sensor.</p> <p>If the error persists, replace the DC controller.</p>
54.0600	Density sensor error	Verify that the cables between the DC controller and the ITB are firmly connected.
54.1100	Black density out of range	<p>If the error persists, replace the color misregistration sensor.</p> <p>If the error persists, replace the ITB.</p> <p>If the error persists, replace the DC controller.</p>
54.1101	Cyan density out of range	
54.1102	Magenta density out of range	
54.1103	Yellow density out of range	
54.1200	Black density measurement abnormality	
54.1201	Cyan density measurement abnormality	
54.1202	Magenta density measurement abnormality	
54.1203	Yellow density measurement abnormality	

Table 2-8 Event-log-only messages (continued)

Event code	Description	Solution
54.1400	Color plane registration sensor error (inline devices only)	<ol style="list-style-type: none">1. Turn off the power by using the power switch, and then wait at least 30 seconds.2. Turn on the power and wait for the product to initialize.
54.1501	Cyan CPR pattern cannot be read	If the error persists, verify that the cables between the color misregistration sensor and the DC controller are firmly connected.
54.1502	Magenta CPR pattern cannot be read	If the error persists, replace the color misregistration sensor.
54.1503	Yellow CPR pattern cannot be read	If the error persists, replace the ITB. If the error persists, replace the toner cartridge tray.
54.1599	Black CPR pattern cannot be read	If the error persists, replace the DC controller.
54.2100	Beam detect (BD) error	If the error persists, replace the DC controller. If the error persists, replace the product.
54.2500	Top-of-page sensor error	Verify that the DC controller connectors are firmly connected. If the error persists, replace the DC controller.

Clear jams

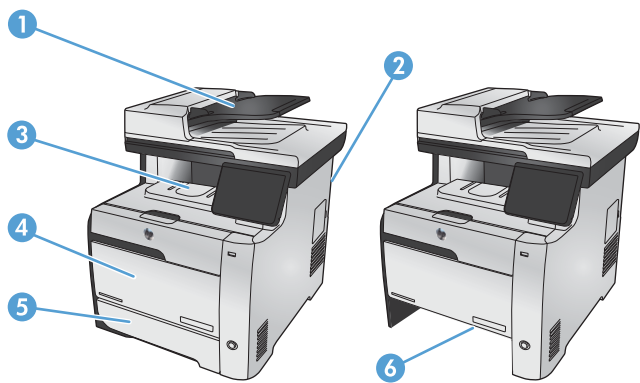
Common causes of jams

To reduce the number of paper jams, try these solutions.

- 1. Use only paper that meets HP specifications for this product.
- 2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
- 3. Use paper that has not previously been printed or copied on.
- 4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
- 5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
- 6. Make sure that the tray is fully inserted in the product.
- 7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

Jam locations

Jams can occur in these locations:



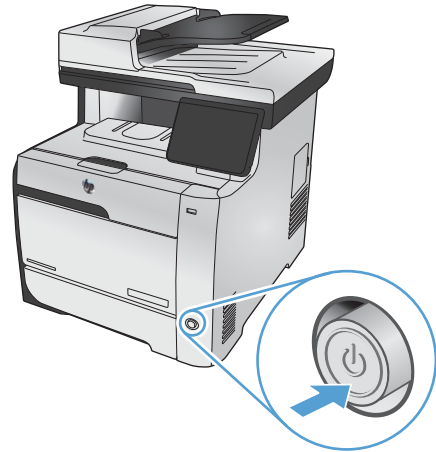
1	Document feeder
2	Rear door
3	Output bin
4	Tray 1

5	Tray 2
6	Tray 2 jam-access area

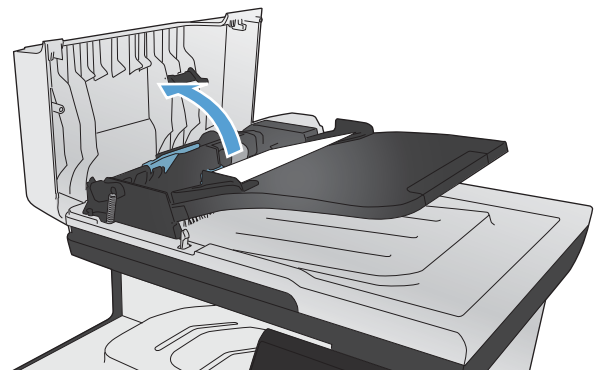
Loose toner might remain in the product after a jam. This problem typically resolves itself after a few sheets have been printed.

Clear jams from the document feeder

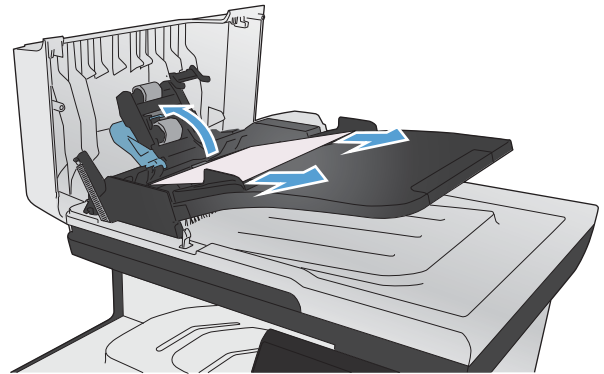
1. Turn the product off.



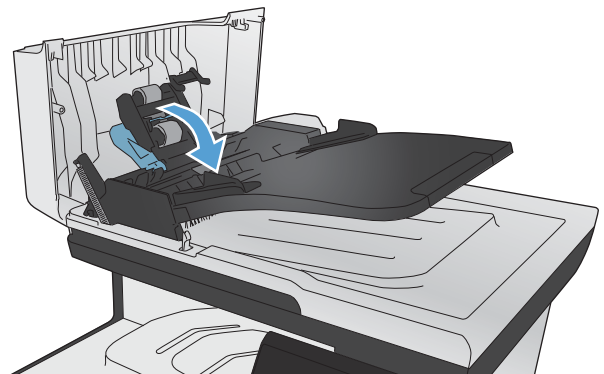
2. Open the document feeder cover.



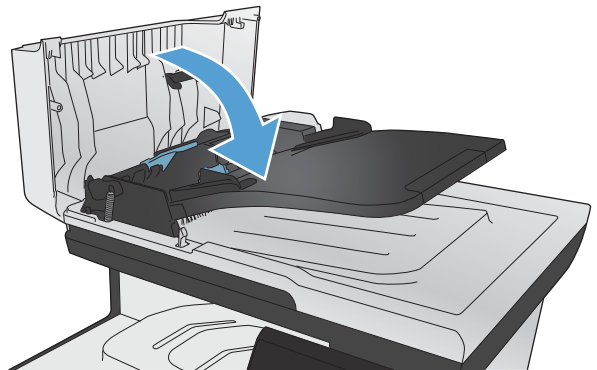
3. Lift the document feeder roller assembly, and gently pull the jammed paper out.



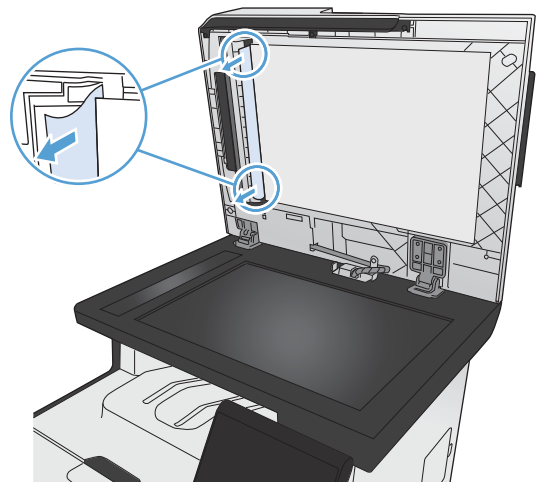
4. Close the document feeder roller assembly.



5. Close the document feeder cover.



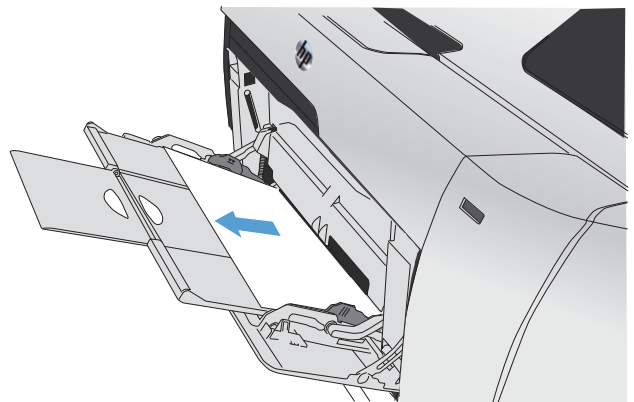
6. Open the scanner lid. If paper is jammed behind the white plastic backing, gently pull it out.



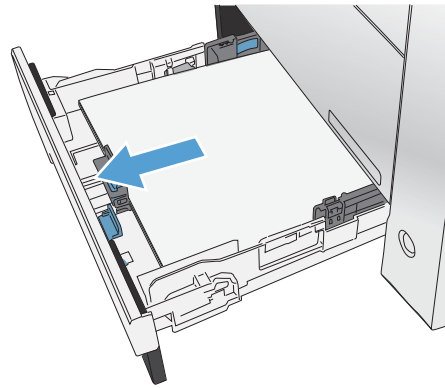
Clear jams in Tray 1

1. Pull the jammed sheet from Tray 1.

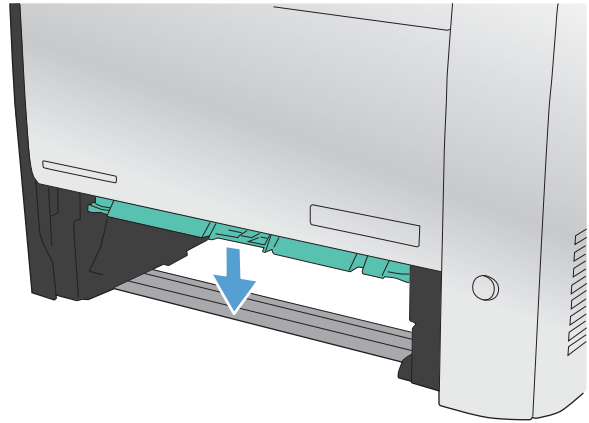
NOTE: If the sheet tears, make sure that all of the fragments are removed before you resume printing.



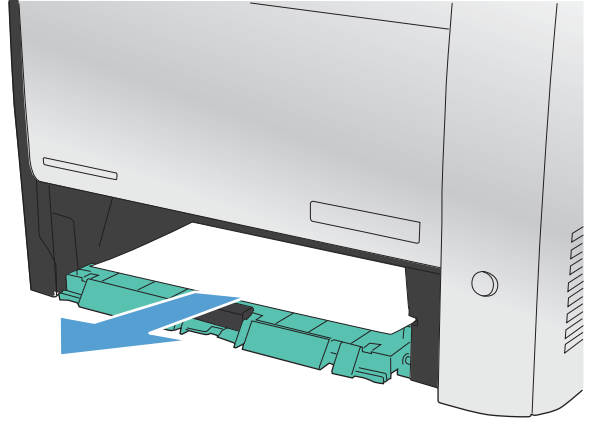
2. Pull out Tray 2 and place it on a flat surface.



3. Lower the jam-access tray.

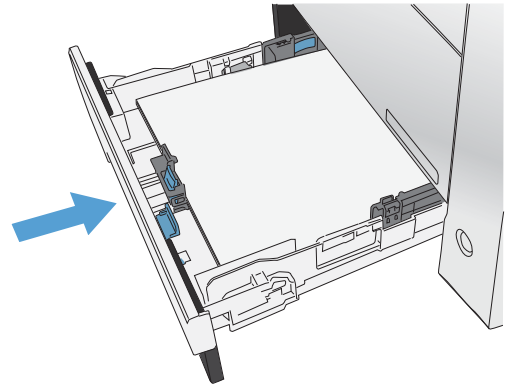


4. Remove the jammed sheet by pulling it straight out.



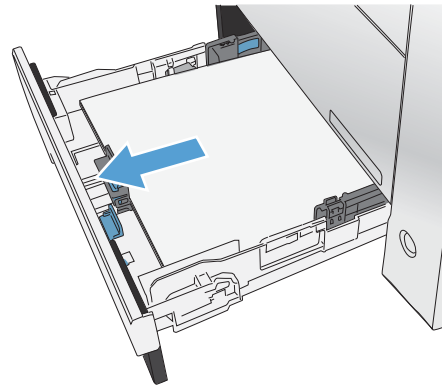
5. Push the jam-access tray up to close it, and then replace Tray 2.

NOTE: To close the tray, push in the middle or with even pressure on both sides. Avoid pushing on one side only.

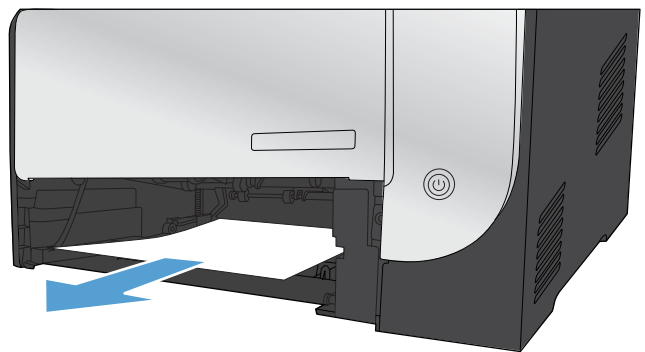


Clear jams in Tray 2

1. Open Tray 2.

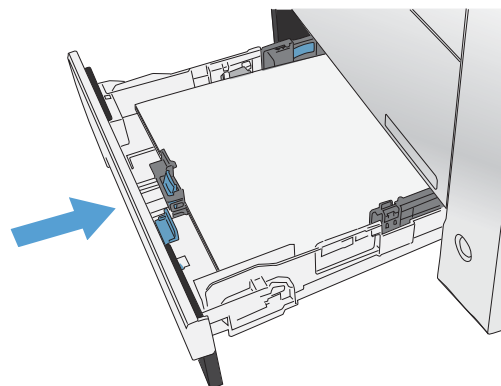


2. Remove the jammed sheet by pulling it straight out.



3. Close Tray 2.

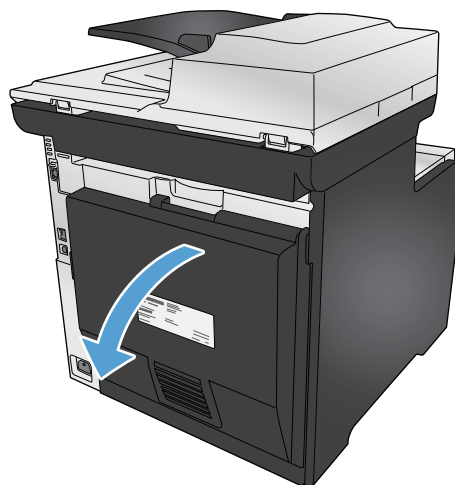
NOTE: To close the tray, push in the middle or with even pressure on both sides. Avoid pushing on one side only.



Clear jams in the fuser area

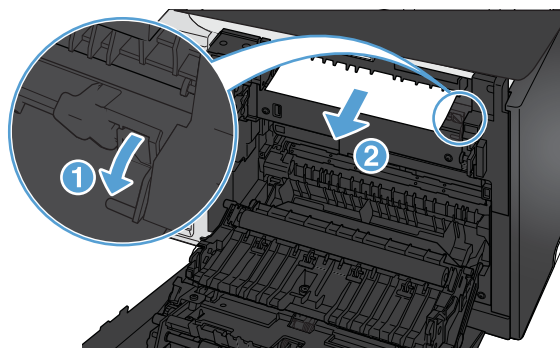
1. Open the rear door.

CAUTION: The fuser, located in the back of the product, is hot. Wait for the fuser to cool before continuing.

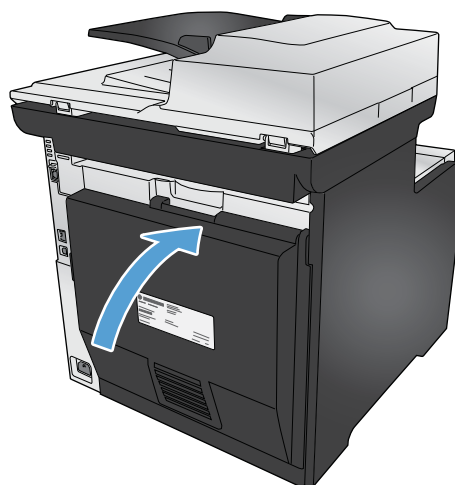


2. If necessary, push the guide (callout 1) and remove any visible paper (callout 2) from the bottom of the delivery area.

NOTE: If the sheet tears, make sure that all fragments are removed before you resume printing. Do not use sharp objects to remove fragments.



3. Close the rear door.



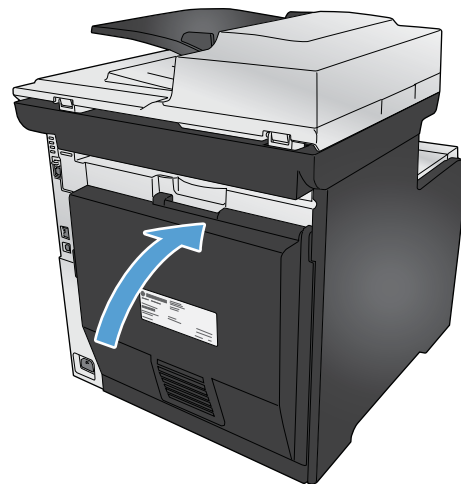
Clear jams in the output bin

1. Look for jammed paper in the output bin area.
2. Remove any visible media.

NOTE: If the sheet tears, make sure that all fragments are removed before resuming printing.



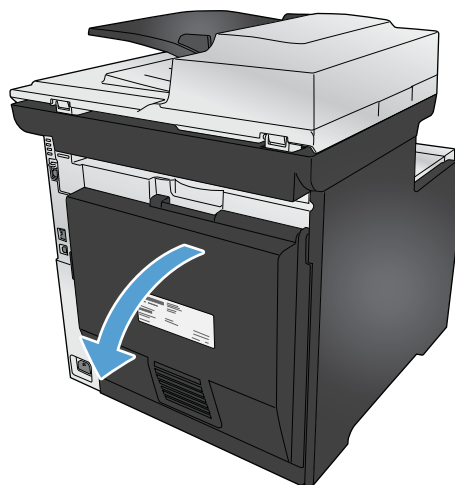
3. Open and then close the rear door to clear the message.



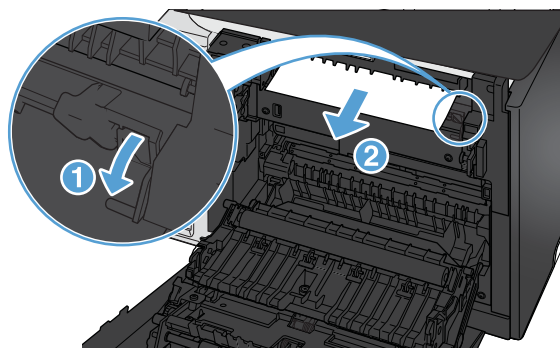
Clear jams in the duplexer

1. Open the rear door.

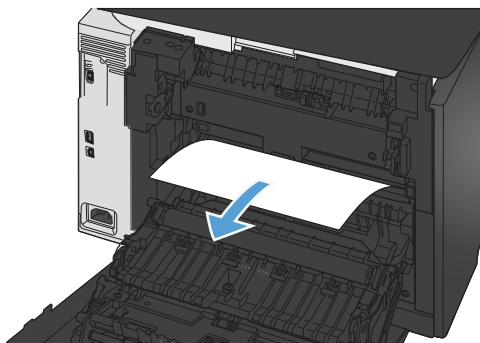
CAUTION: The fuser, located in the back of the product, is hot. Wait for the fuser to cool before continuing.



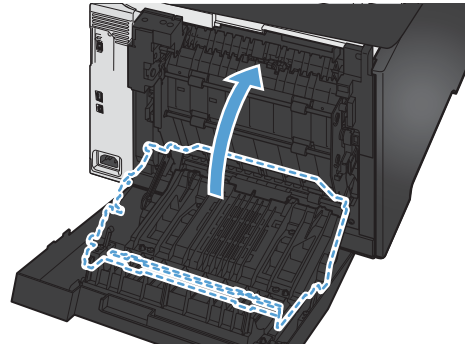
2. If necessary, pull the guide (callout 1) and remove any visible paper (callout 2) from the bottom of the delivery area.



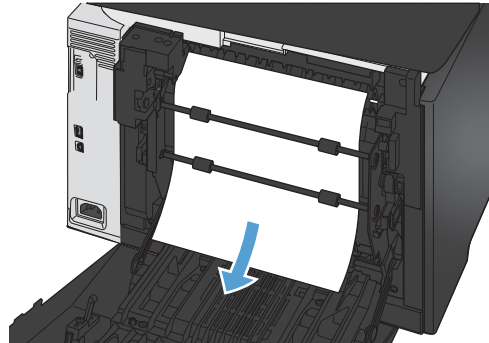
3. If necessary, remove any visible paper from bottom side of the duplexing unit.



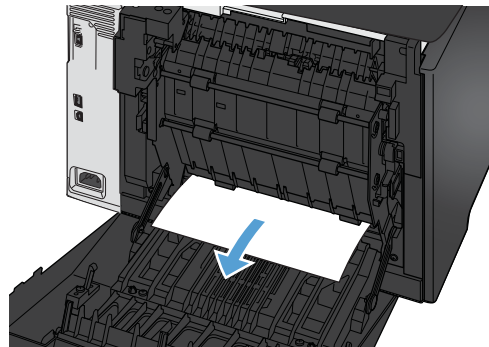
4. If you can not see any jammed paper, lift the duplexing unit using the tab on the side of the duplexing unit.



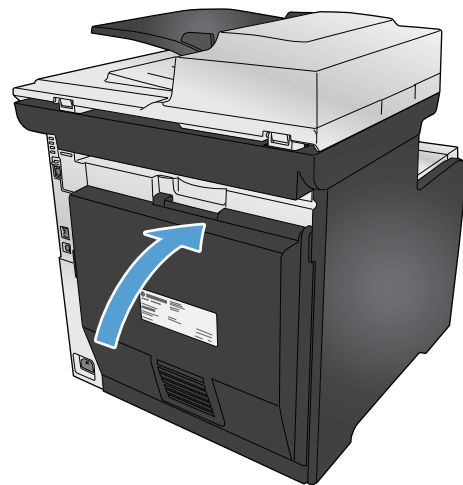
5. If you can see the trailing edge of the paper, remove the paper from the product.



6. If you can see the leading edge of the paper, remove it from the product.



7. Close the rear door.



Solve paper-handling problems

The product picks up multiple sheets of paper

If the product picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Align the guides with the paper-size markings in the bottom of the tray.

The product does not pick up paper

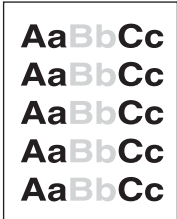
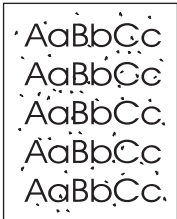
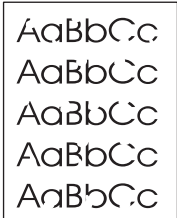
If the product does not pick up paper from the tray, try these solutions.

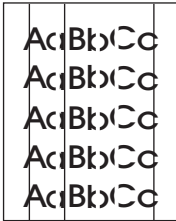

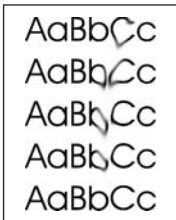
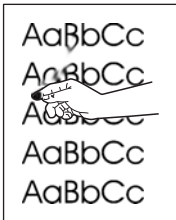
1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Align the guides with the paper-size markings in the bottom of the tray.
4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.

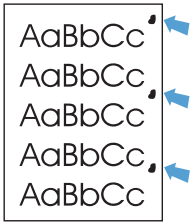
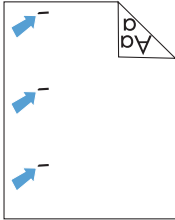
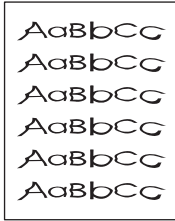
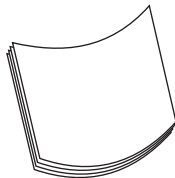
Solve image-quality problems

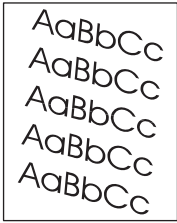
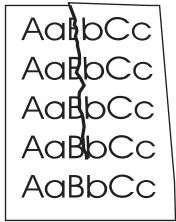
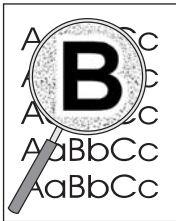

Print quality examples

The following examples depict Letter-size paper that has passed through the product short-edge first. These examples illustrate problems that would affect all the pages that you print, whether you print in color or in black only. The topics that follow list the typical cause and solution for each of these examples.

Problem	Cause	Solution
Print is light or faded.	The media might not meet HP specifications.	Use media that meets HP specifications.
	One or more toner cartridges might be defective.	Print the Supplies status page to check the remaining life.
		Replace any low toner cartridges.
	The product is set to override the Replace [color] message and to continue printing.	Replace any low toner cartridges.
	The print density settings might have been changed.	Set the print density setting to 0 .
	The product might need to be calibrated.	Run a calibration.
Toner specks appear.	The media might not meet HP specifications.	Use only media that meets HP specifications.
	The paper path might need cleaning.	Clean the paper path. See the complete version of the English service manual.
	One or more of the cartridges might be leaking.	Try to verify the color of the toner specks and check the cartridge for leaks.
	The cartridge waste tank might be overfilled.	Check for error code 10.98.XX in the event log. The XX portion of the code identifies the cartridge (00 is black, 01 is cyan, 02 is magenta, 03 is yellow). If the error was logged, replace the appropriate cartridge.
Dropouts appear.	A single sheet of print media might be defective.	Try reprinting the job.
	The moisture content of the paper is uneven or the paper has moist spots on its surface.	Try different paper, such as high-quality paper that is intended for color laser printers.
	The media is flawed. The media manufacturing processes can cause some areas to reject toner.	Try different paper, such as high-quality paper that is intended for color laser printers.




Problem	Cause	Solution
Vertical streaks or bands appear on the page.	One or more toner cartridges might be defective.	Print the Supplies status page to check the remaining life. Replace any low toner cartridges.
	The product is set to override the Replace [color] message and to continue printing.	Replace any low toner cartridges.
The amount of background toner shading becomes unacceptable.	Extreme dry (low humidity) conditions can increase the amount of background shading.	Check the device environment.
	The extended print mode setting is incorrect.	Try the print job again using the Transfer extended print mode, Dry paper setting.
	One or more toner cartridges might be defective.	Replace any low toner cartridges.
	The product is set to override the Replace [color] message and to continue printing.	Replace any low toner cartridges.
	Smooth media shows more background than plain media	Think about using rougher media.
Toner smears appear on the media.	The media might not meet HP specifications.	Use only media that meets HP specifications.
	If toner smears appear on the leading edge of the paper, the media guides are dirty, or debris has accumulated in the print path.	Clean the media guides. Clean the paper path.
The toner smears easily when touched.	The device is not set to print on the type of media on which you want to print.	In the printer driver, select the Paper tab and set Type is to match the type of media on which you are printing. Print speed might be slower if you are using heavy paper.
	The media might not meet HP specifications.	Use only media that meets HP specifications.
	The paper path might need cleaning.	Clean the paper path.

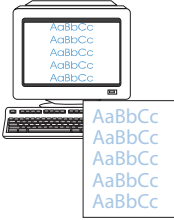

Problem	Cause	Solution
<p>Marks repeatedly appear at even intervals on the printed side of the page.</p> 	<p>The device is not set to print on the type of media on which you want to print.</p>	<p>In the printer driver, select the Paper tab and set Type is to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.</p>
	<p>Internal parts might have toner on them.</p>	<p>The problem typically corrects itself after a few more pages.</p>
	<p>The paper path might need cleaning.</p>	<p>Clean the paper path.</p>
	<p>The fuser might be damaged or dirty.</p>	<p>To determine if the fuser has a problem. Print-quality diagnostics page.</p> <p>Clean the paper path.</p>
	<p>A toner cartridge might have a problem.</p>	<p>To determine which cartridge has a problem. Print the print-quality diagnostics page.</p>
<p>Marks repeatedly appear at even intervals on the unprinted side of the page.</p> 	<p>Internal parts might have toner on them.</p>	<p>The problem typically corrects itself after a few more pages.</p>
	<p>The paper path might need cleaning.</p>	<p>Clean the paper path.</p>
	<p>The fuser might be damaged or dirty.</p>	<p>To determine if the fuser has a problem. Print the print-quality diagnostics page.</p> <p>Clean the paper path.</p>
<p>The printed page contains misformed characters.</p> 	<p>The media might not meet HP specifications.</p>	<p>Use a different paper, such as high-quality paper that is intended for color laser printers.</p>
	<p>If characters are incorrectly formed so that they produce a wavy effect, the laser scanner might need service.</p>	<p>Verify that the problem also occurs on the configuration page.</p>
<p>The printed page is curled or wavy.</p> 	<p>The device is not set to print on the type of media on which you want to print.</p>	<p>In the printer driver, select the Paper tab and set Type is to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.</p>
	<p>The Service menu item Less Paper Curl is set to Off.</p>	<p>Use the control-panel menus to change the setting.</p>
	<p>The media might not meet HP specifications.</p>	<p>Use a different paper, such as high-quality paper that is intended for color laser printers.</p>
	<p>Both high temperature and humidity can cause paper curl.</p>	<p>Check the device environment.</p>

Problem	Cause	Solution
Text or graphics are skewed on the printed page. 	The media might be loaded incorrectly. The media might not meet HP specifications.	Ensure that the paper or other print media is loaded correctly and that the media guides are not too tight or too loose against the stack. Use a different paper, such as high-quality paper that is intended for color laser printers.
The printed page contains wrinkles or creases. 	The media might be loaded incorrectly. The media might not meet HP specifications.	Verify that the media is loaded correctly and that the media guides are not too tight or too loose against the stack. Turn over the stack of paper in the input tray, or try rotating the paper 180° in the input tray. Use a different paper, such as high-quality paper that is intended for color laser printers.
Toner displays around the printed characters. 	The media might be loaded incorrectly. If large amounts of toner have scattered around the characters, the paper might have high resistivity.	Turn over the stack of paper in the tray. Use a different paper, such as high-quality paper that is intended for color laser printers.
An image that displays at the top of the page (in solid black) repeats farther down the page (in a gray field). 	Software settings might affect image printing. The order of images printed might affect printing. A power surge might have affected the device.	In your software program, change the tone (darkness) of the field in which the repeated image displays. In your software program, rotate the whole page 180° to print the lighter image first. Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page. If the defect occurs later in a print job, turn the device off for 10 minutes, and then turn on the device to restart the print job. Use non-glossy media to help reduce the severity of the defect

Color image defects

This section describes issues that can occur when you print in color.

Problem	Cause	Solution
<p>Only black is printing when the document should be printing in color.</p> 	Color mode is not selected in your program or printer driver.	Select color mode instead of gray scale mode.
	The correct printer driver might not be selected in the program.	Select the correct printer driver.
	The device might not be correctly configured.	Print a configuration page to check whether color displays on the configuration page.
	The color supply is out and the Color Supply Out menu setting is set to Continue Black .	Replace the color supply.
<p>One or more colors are not printing, or are inaccurate.</p> 	Sealing tape might be on the toner cartridges.	Verify that the sealing tape has been completely removed from the toner cartridges.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers.
	The device might be operating in excessively humid conditions.	Verify that the device environment is within humidity specifications.
	One or more toner cartridges might be defective.	Replace any low toner cartridges.
	The product is set to override the Replace [color] message and to continue printing.	Replace any low toner cartridges.
	One or more of the cartridges might not have been engaged properly by the print engine.	Remove and reinstall the cartridges.
<p>A color is printing inconsistently after you load a new toner cartridge.</p> 	Another toner cartridge might be defective.	Remove the toner cartridge for the color that is printing inconsistently and reinstall it.
	The product is set to override the Replace [color] message and to continue printing.	Replace any low toner cartridges.

Problem	Cause	Solution
<p>The colors on the printed page do not match the colors as they appear on the screen.</p> 	<p>The colors on your computer monitor might differ from the device output.</p> <p>If extremely light colors or extremely dark colors on-screen are not printing, your software program might interpret extremely light colors as white or extremely dark colors as black.</p> <p>The media might not meet HP specifications.</p>	<p>See the product user guide.</p> <p>If possible, avoid using extremely light or extremely dark colors.</p> <p>Use a different paper, such as high-quality paper that is intended for color laser printers.</p>
<p>The finish on the printed color page is inconsistent.</p> 	<p>The media might be too rough.</p>	<p>Use a smooth paper or print media, such as a high-quality paper that is made for color laser printers. Generally, smoother media produces better the results.</p>

Clean the product

Clean the pickup and separation rollers

1. Turn off the product, unplug the power cable from the product, and then remove the rollers.
2. Dab a lint-free cloth in isopropyl alcohol, and then scrub the roller.

⚠ WARNING! Alcohol is flammable. Keep the alcohol and cloth away from an open flame. Before you close the product and connect the power cable, allow the alcohol to dry completely.


📝 NOTE: In certain areas of California (USA), air pollution control regulations restrict the use of liquid isopropyl alcohol (IPA) as a cleaning agent. In those areas of California, please disregard the previous recommendations and use a dry, lint free cloth, moistened with water, to clean the pickup roller.

3. Use a dry, lint free cloth, to wipe the rollers and remove loose dirt.

Clean the paper path

During the printing process, paper, toner, and dust particles can accumulate inside the product. Over time, this buildup can cause print-quality problems such as toner specks or smearing. This product has a cleaning mode that can correct and prevent these types of problems.

Clean the paper path from the product control panel

1. From the Home screen, touch the Setup  button.



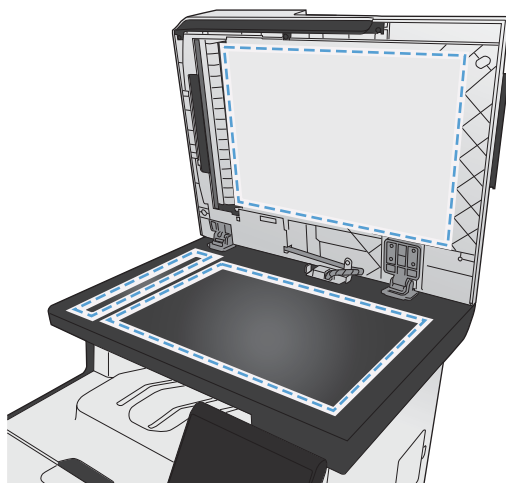
2. Touch the [Service](#) menu.
3. Touch the [Cleaning Page](#) button.
4. Load plain letter or A4 paper when you are prompted.
5. Touch the [OK](#) button to begin the cleaning process.

A page feeds through the product slowly. Discard the page when the process is completed.

Clean the scanner glass strip and platen

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner glass and white plastic backing.

1. Use the power switch to turn off the product, and then unplug the power cable from the electrical socket.
2. Open the scanner lid.
3. Clean the scanner glass and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



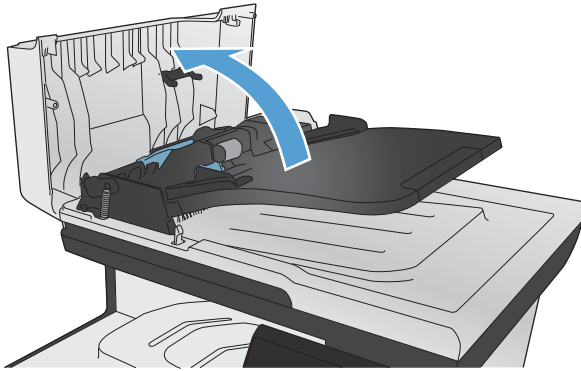
⚠ CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

4. Dry the glass and white plastic backing with a chamois or a cellulose sponge to prevent spotting.
5. Connect the product, and then use the power switch to turn on the product.

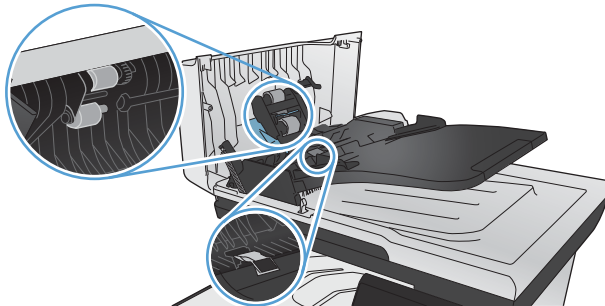
Clean the document feeder pickup rollers and separation pad

If the product document feeder experiences paper-handling problems, such as jams or multiple-page feeds, clean the document feeder rollers and separation pad.

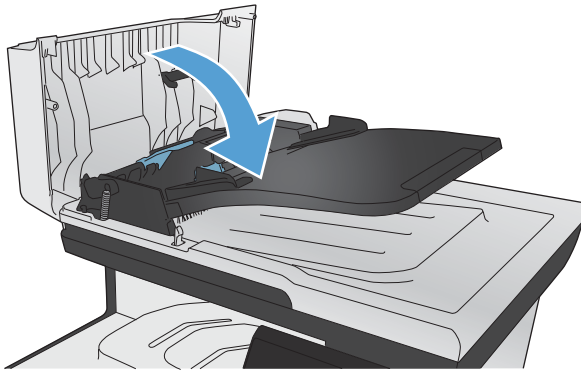
1. Open the document feeder cover.



2. Use a moist, lint-free cloth to wipe both pickup rollers and the separation pad to remove dirt.



3. Close the document feeder cover.



Clean the touch screen

Clean the touch screen whenever it is necessary to remove fingerprints or dust. Wipe the touch screen gently with a clean, water-dampened, lint-free cloth.

⚠ CAUTION: Use water only. Solvents or cleaners can damage the touch screen. Do not pour or spray water directly onto the touch screen.

Solve performance problems

Factors affecting print performance

Problem	Cause	Solution
Pages print but, are totally blank.	The sealing tape might still be in the toner cartridges.	Verify that the sealing tape has been completely removed from the toner cartridges.
	The document might contain blank pages.	Check the document that you are printing to see if content displays on all of the pages.
	The product might be malfunctioning.	To check the product, print a Configuration page.
Pages print very slowly. NOTE: The product print speed is effected by various factors (for example, media size or page complexity).	Heavier media types can slow the print job.	Print on a different type of media.
	Complex pages can print slowly.	Proper fusing might require a slower print speed to ensure the best print quality.
	Paper type not set correctly.	Select the type to match the paper.
Pages did not print.	The product might not be pulling media correctly.	Ensure paper is loaded in the tray correctly. If the problem persists, you might need to replace the pickup rollers and the separation pad.
		Clear the jam.
	The USB cable might be defective or incorrectly connected.	<ul style="list-style-type: none">• Disconnect the USB cable at both ends and reconnect it.• Try printing a job that has printed in the past.• Try using a different USB cable.
		The product might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, you must disconnect the other device or you must use two USB ports on the computer.

Print speeds

Print speed is the number of pages that print in one minute. Print speed depends on different engine-process speeds or operational pauses between printed pages during normal product operation. Factors that determine the print speed of the product include the following:

- **Page formatting time**

The product must pause for each page to be formatted before it prints. Complex pages take more time to format, resulting in reduced print speed. However, most jobs print at full engine speed (21 ppm on Letter-size media or 20 ppm on A4-size media).
- **Color mode**

Monochrome printing (black only) provides the maximum print speed. Full color print jobs cause a reduction in print speed.
- **Media size**

Legal-size media reduces print speed because it is longer than the standard Letter- or A4-size media. A reduce print speed is used when printing on narrow media to prevent the edges of the fuser from overheating.
- **Media mode**

Some media types require a reduced print speed to achieve maximum print quality on that media. For example, glossy, heavy, and specialty media (for example, envelopes or photos) require a reduced print speed. To maximize the print speed for special media types, ensure that you select the correct media type in the print driver.
- **Product temperature**

To prevent product damage, print speed is reduced if the product reaches a specific internal temperature (thermal slow down). The starting temperature of the product, ambient environment temperature, and the print job size effect the number of pages that can be printed before the product reduces the print speed. Thermal slow down reduces print speed by printing four pages and then pausing for an amount of time before printing continues.
- **Other print speed reduction factors**

Other factors (especially during large print jobs) that can cause reduced print speeds include:

 - ITB cleaning and lubrication; occurs every 50 to 80 pages and takes about 60 seconds.
 - CPR control sequence; occurs every 450 pages and takes about 90 seconds.
 - Density control sequence; occurs every 150 pages and takes about 120 seconds.

The product does not print or it prints slowly

The product does not print

If the product does not print at all, try the following solutions.

1. Make sure the product is turned on and that the control panel indicates it is ready.
 - If the control panel does not indicate the product is ready, turn the product off and then on again.
 - If the control panel indicates the product is ready, try sending the job again.
2. If the control panel indicates the product has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the product is connected to a network, check the following items:
 - Check the light next to the network connection on the product. If the network is active, the light is green.
 - Make sure that you are using a network cable and not a phone cord to connect to the network.
 - Make sure the network router, hub, or switch is turned on and that it is working correctly.
4. Install the HP software from the CD that came with the product. Using generic printer drivers can cause delays clearing jobs from the print queue.
5. From the list of printers on your computer, right-click the name of this product, click **Properties**, and open the **Ports** tab.
 - If you are using a network cable to connect to the network, make sure the printer name listed on the **Ports** tab matches the product name on the product configuration page.
 - If you are using a USB cable and are connecting to a wireless network, make sure the box is checked next to **Virtual printer port for USB**.
6. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.
7. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

The product prints slowly

If the product prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475.
2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.
3. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

Solve product connectivity problems

Solve direct-connect problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 5 m (16.4 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page from the product control panel and locate the product IP address that is listed on this page.

- [Poor physical connection](#)
- [The computer is using the incorrect IP address for the product](#)
- [The computer is unable to communicate with the product](#)
- [The product is using incorrect link and duplex settings for the network](#)
- [New software programs might be causing compatibility problems](#)
- [The computer or workstation might be set up incorrectly](#)
- [The product is disabled, or other network settings are incorrect](#)

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.
2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes.**

3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the product and then add it again.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.
 - b. Type `ping` followed by the IP address for your product.
 - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

The product is using incorrect link and duplex settings for the network

Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct printer driver.

The computer or workstation might be set up incorrectly

1. Check the network drivers, printer drivers, and the network redirection.
2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Change the network settings if necessary.

Solve wireless network problems

- [Wireless connectivity checklist](#)
- [The control panel displays the message: The wireless feature on this product has been turned off](#)
- [The product does not print after the wireless configuration completes](#)
- [The product does not print, and the computer has a third-party firewall installed](#)
- [The wireless connection does not work after moving the wireless router or product](#)

- [Cannot connect more computers to the wireless product](#)
- [The wireless product loses communication when connected to a VPN](#)
- [The network does not appear in the wireless networks list](#)
- [The wireless network is not functioning](#)

Wireless connectivity checklist

- The product and the wireless router are turned on and have power. Also make sure the wireless radio in the product is turned on.
- The service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.
- With secured networks, make sure the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- The encryption method (AES or TKIP) is the same for the product as it is for the wireless access point (on networks using WPA security).
- The product is within the range of the wireless network. For most networks, the product must be within 30 m (100 ft) of the wireless access point (wireless router).
- Obstacles do not block the wireless signal. Remove any large metal objects between the access point and the product. Make sure poles, walls, or support columns containing metal or concrete do not separate the product and wireless access point.
- The product is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- The printer driver is installed on the computer.
- You have selected the correct printer port.
- The computer and product connect to the same wireless network.

The control panel displays the message: The wireless feature on this product has been turned off

1. Touch the [Wireless Menu](#) button.
2. Touch the [Turn Wireless On/Off](#) button, and then touch the [On](#) button.

The product does not print after the wireless configuration completes

1. Make sure the product is turned on and in the ready state.
2. Make sure you are connecting to the correct wireless network.

3. Make sure that the wireless network is working correctly.
 - a. Open the [Network Setup](#) menu, and then open the [Wireless Menu](#) item.
 - b. Select the [Run Network Test](#) item to test the wireless network. The product prints a report with the results.
4. Make sure that the correct port or product is selected.
 - a. From the list of printers on your computer, right-click the name of this product, click **Properties**, and then open the **Ports** tab.
 - b. Make sure the box is checked next to **Virtual printer port for USB**.
5. Make sure that your computer is working correctly. If necessary, restart your computer.

The product does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.
2. If programs request firewall access when you install the product or try to print, make sure you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless product on the computer. Enable the firewall when you have completed the wireless installation.

The wireless connection does not work after moving the wireless router or product

Make sure that the router or product connects to the same network that your computer connects to.

1. Open the [Reports](#) menu, and select the [Configuration Report](#) item to print the report.
2. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.
3. If the SSIDs are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.

Cannot connect more computers to the wireless product

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure the product is turned on and in the ready state.
3. Turn off any third-party firewalls on your computer.

4. Make sure that the wireless network is working correctly.
 - a. On the product control panel, open the [Network Setup](#) menu, and then open the [Wireless Menu](#) item.
 - b. Select the [Run Network Test](#) item to test the wireless network. The product prints a report with the results.
5. Make sure that the correct port or product is selected.
 - a. From the list of printers on your computer, right-click the name of this product, click **Properties**, and then open the **Ports** tab.
 - b. Click the **Configure Port** button to verify that the IP address matches the IP address listed on the Run Network Test report.
6. Make sure that your computer is working correctly. If necessary, restart your computer.

The wireless product loses communication when connected to a VPN

- Typically, you cannot connect to a VPN and other networks at the same time.

The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network.

The wireless network is not functioning

1. To verify if the network has lost communication, try connecting other devices to the network.
2. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.
 - b. Type `ping` followed by the service set identifier (SSID) for your network.
 - c. If the window displays round-trip times, the network is working.
3. Make sure that the router or product connects to the same network that your computer connects to.
 - a. Open the [Reports](#) menu, and select the [Configuration Report](#) item to print the report.
 - b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.
 - c. If the SSIDs are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.

Service mode functions

Service menu

Use the control-panel [Service](#) menu to troubleshoot product problems.

Service menu settings

The [Service](#) menu is used to calibrate, restore factory default settings, and clean the print paper path.

The following [Service](#) menu items are available:

- [Fax Service](#)—used to test, diagnose, and maintain the fax functionality.
- [Cleaning Page](#)—used to remove dust and toner from the print paper path
- [PowerSave Time](#)—used to configure the amount of idle time before the engine enters sleep mode
- [USB Speed](#)—used to set the USB speed
- [Less Paper Curl](#)—used to decrease the fuser temperature, which can reduce paper curl
- [Archive Print](#)—used to decrease the likelihood of toner smearing on a print job
- [Restore Defaults](#)—used to reset all customer-accessible menu settings back to the factory default settings (except language) via the control panel or software

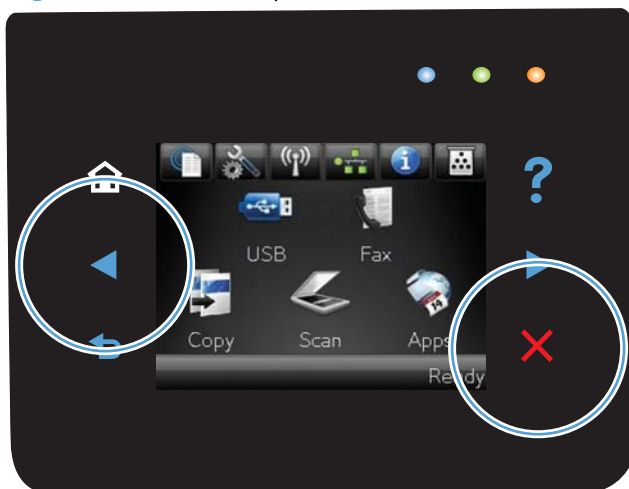


NOTE: This menu item does not reset factory-settable settings, including formatter number, page counts, factory paper settings, language, and so on.



Secondary service menu

Accessing the Secondary service menu requires touching the Left Arrow ◀ button and the Cancel ✕ button on the touchscreen when they are not illuminated. Use the figure below to locate these buttons on the touchscreen.

Figure 2-17 Control-panel test



Open the secondary service menu

1. Make sure the product is in the Ready state.
2. Touch the Setup  button.
3. Simultaneously touch the Left Arrow ◀ button and the Cancel ✖ button.
4. Touch the Setup  button.
5. Open the [2ndry Service](#) menu.
6. Use the arrow keys to scroll through the menu.

Secondary service menu structure

Table 2-9 Secondary service menu

Menu item	Sub-menu item	Description
Service Reports	Cont. Self-Test	This item prints a continuous configuration page.
	Extended Keymap (fax/ memory-card models only)	This item prints an extended key map for the alphanumeric keypad on the control panel.
	Error Report	This item prints an error report.
Scan Calibration	Calibrate	This item calibrates the product.
	Corrected	
	Tables	
	Test	
Location	A list of available locations displays	<p>This item sets certain product parameters that are dependent on the location, such as the default paper size and the symbol set.</p> <p>Scroll to the appropriate location and select Yes to set the location. The product automatically restarts after you change the location.</p>
Display Test		<p>This test verifies that the LEDs and characters on the control-panel display function correctly.</p> <p>At the beginning of the test, each of the LEDs is turned on one-at-time. Touch OK to continue to the next LED.</p> <p>After the LED test is complete, the character test begins by testing the pixels on each line. Then, each of the 255 characters is displayed in groups of 16. Touch OK to continue to the next group of 16 characters. You can cancel the test at any time by touching Cancel ✖.</p>
Button Test		This test verifies that the control-panel buttons function correctly. The display prompts you to touch each button.
Show Firmware Version		This item shows the current date code of the firmware.
Ethernet Reset (network models only)		This item resets the ethernet driver. This should be used when the network is not accessible. This is a low-level, internal reset and does not affect network settings.


Table 2-9 Secondary service menu (continued)


Menu item	Sub-menu item	Description
Memory Cards (fax/memory-card models only)	Enable	This item enables or disables the product memory-card functions.
	Disable	
Color Calibrate	Adjust Color	This item adjusts density settings for contrast, highlights, midtones, and shadows. Adjust each color individually.
	Timing	This item specifies how frequently the product should automatically perform a color calibration. The default setting is 48 hours. You can turn automatic calibration off.
Clean Belt		This item runs additional belt-cleaning cycles.
Pick Roller		This item puts the pickup roller in position for replacement.

Product resets

The product resets—[Restore Defaults](#) and the NVRAM initialization—perform the same function. If possible, use the [Restore Defaults](#) function in the [Service](#) menu. If that menu is not accessible, use the NVRAM sequence.

Restore the factory-set defaults

 **NOTE:** Before restoring defaults, print a menu structure report and a configuration page. Use the information on these pages to reset customer-specific settings.

 **CAUTION:** All onboard network settings are also reset. Be sure to print a configuration page before restoring defaults. Make note of the IP address that is listed on the Jetdirect configuration page. You might need to restore the IP address after restoring the defaults.


1. Touch the Setup  button.
2. Open the [Service](#) menu.
3. Touch the [Restore Defaults](#) item.

The product automatically restarts.

NVRAM initialization

Performing an NVRAM initialization resets the following settings and information:

- All menu settings are reset to factory default values.
- All localization settings, including language and country/region, are reset.

 **CAUTION:** All onboard network settings are also reset. Be sure to print a configuration page before restoring defaults. Make note of the IP address that is listed on the Jetdirect configuration page. You might need to restore the IP address after an NVRAM initialization.


After performing an NVRAM initialization, reconfigure any computers that print to this product. Uninstall and then reinstall the product software on the computers.

1. Turn the product off.
2. Simultaneously touch the Right Arrow ► button and the Cancel ✕ button. Continue touching these buttons, and then turn the product on.
3. When the **Permanent Storage Initialization** message displays, release both buttons.

When the product has finished the NVRAM initialization, it returns to the Ready state.

Solve fax problems

Fax troubleshooting checklist

- Several possible fixes are available. After each recommended action, retry faxing to see if the problem is resolved.
- For best results during fax problem solving, make sure the line from the product is plugged directly into the wall phone port. Disconnect all other devices that are connected to the product.
- 1. Verify that the telephone cord is plugged into the correct port on the back of the product.
- 2. Check the phone line by using the fax test:
 - a. On the control panel, open the Setup  menu, and then open the [Service](#) menu.
 - b. Select the [Fax Service](#) option.
 - c. Select the [Run Fax Test](#) option. The product prints a fax test report.

The report contains the following possible results:

- **Pass:** The report contains all of the current fax settings for review.
 - **Fail:** The cord is in the wrong port. The report contains suggestions for how to resolve the issue.
 - **Fail :** The phone line is not active. The report contains suggestions for how to resolve the issue.
3. Verify that the product firmware is current:
 - a. Print a configuration page from the control panel [Reports](#) menu to obtain the current firmware date code.
 - b. Go to www.hp.com.
 - 1. Click the **Support & Drivers** link.
 - 2. Click the **Download drivers and software (and firmware)** link option.
 - 3. In the **For product** box, type the product model number, and then click the **Go** button.

4. Click the link for your operating system.
5. Scroll to the Firmware section of the table.
 - If the listed version matches the version on the configuration page, you have the most current version.
 - If the versions are different, download the firmware upgrade and update the firmware on the product following the instructions onscreen.




NOTE: The product must be connected to a computer with internet access to upgrade firmware.

- Resend the fax.
4. Verify that the fax was set up when the product software was installed.

From the computer, in the HP program folder, run the Fax Setup Utility.
 5. Verify that the telephone service supports analog fax.
 - If using ISDN or digital PBX, contact your service provider for information about configuring to an analog fax line.
 - If using a VoIP service, change the **Fax Speed** setting to **Slow (V.29)** or disable **Fast (V.34)** from the control panel. Ask if your service provider supports fax and for the recommended fax modem speed. Some companies might require an adapter.
 - If using a DSL service, ensure that a filter is included on the phone line connection to the product. Contact the DSL service provider or purchase a DSL filter if you do not have one. If a DSL filter is installed, try another because these filters can be defective.
 6. If the error persists, find more detailed problem-solving solutions in the sections that follow this one.

Fax error messages

Alert and warning messages appear temporarily and might require you to acknowledge the message by touching the **OK** button to resume or by touching the **Cancel**  button to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the product will attempt to resume printing the job after the warning has appeared for 10 seconds without acknowledgement.

Communication error.

Description

A fax communication error occurred between the product and the sender or receiver.

Recommended action

Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Connect the product phone cord into a jack for another phone line.

Try a different phone cord.

Set the **Fax Speed** option to the **Slow (V.29)** setting or disable the **Fast (V.34)** setting.

Turn off the **Error Correction** feature to prevent automatic error correction.



NOTE: Turning off the **Error Correction** feature can reduce image quality.

Print the **Fax Activity Log** report from the control panel to determine if the error occurs with a specific fax number.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Document feeder door is open. Canceled fax.

Description

The cover at the top of the document feeder is open, and the product cannot send the fax.

Recommended action

Close the cover, and send the fax again.

Fax is busy. Canceled send.

Description

The fax line to which you were sending a fax was busy. The product has canceled sending the fax.

Recommended action

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Check that the [Redial if Busy](#) option is enabled.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax is busy. Redial pending.

Description

The fax line to which you were sending a fax was busy. The product automatically redials the busy number.

Recommended action

Allow the product to retry sending the fax.

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax receive error.

Description

An error occurred while trying to receive a fax.

Recommended action

Ask the sender to resend the fax.

Try faxing back to the sender or another fax machine.

Check for a dial tone on the phone line by touching the [Start Fax](#) button.


Check that the telephone cord is securely connected by unplugging and replugging the cord.

Make sure that you are using the telephone cord that came with the product.

Open the [Service](#) menu, and touch the [Fax Service](#) button. Touch the [Run Fax Test](#) button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

Decrease the fax speed. Ask the sender to resend the fax.

Turn off error-correction mode. Ask the sender to resend the fax.

 **NOTE:** Turning off error-correction mode can reduce the quality of the fax image.

Connect the product to a different phone line.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax Send error.

Description

An error occurred while trying to send a fax.

Recommended action

Try resending the fax.

Try faxing to another fax number.

Check for a dial tone on the phone line by touching the **Start Fax** button.

Check that the telephone cord is securely connected by unplugging and replugging the cord.

Make sure that you are using the telephone cord that came with the product.

Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.

Connect the product to a different phone line.

Set the fax resolution to **Standard** instead of the default of **Fine**.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax storage is full. Canceling the fax receive.

Description

During the fax transmission, the product ran out of memory. Only the pages that fit into memory will be printed.

Recommended action

Print all of the faxes, and then have the sender resend the fax. Have the sender divide the fax job into multiple jobs before resending. Cancel all fax jobs or clear the faxes from memory.

Fax storage is full. Canceling the fax receive.

Description

The amount of available memory for storing faxes is insufficient to store an incoming fax.

Recommended action

If you are using the [Private Receive](#) feature, print all received faxes to regain some memory.

If you still need more memory, clear faxes from memory. Open the [Service](#) menu. In the [Fax Service](#) menu, select the [Clear Saved Faxes](#) option.

Fax storage is full. Canceling the fax send.

Description

During the fax job, the memory filled. All pages of the fax have to be in memory for a fax job to work correctly. Only the pages that fit into memory were sent.

Recommended action

Cancel the current job. Turn the product off, and then turn it on again. Try sending the job again.

If the error reoccurs, cancel the job and turn the product off and then on a second time. The product might not have enough memory for some jobs.

No dial tone.

Description

The product could not detect a dial tone.


Recommended action

Check for a dial tone on the phone line by touching the [Start Fax](#) button.

Unplug the telephone cord from both the product and the wall and replug the cord.

Make sure that you are using the telephone cord that came with the product.

Unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

Make sure that the phone cord from the wall telephone jack is plugged into the line  port.

Connect the product phone cord into a jack for another phone line.

Check the phone line by using the [Run Fax Test](#) option from the [Service](#) menu on the control panel.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax answer. Canceled send.

Description

Attempts to redial a fax number failed, or the [Redial if No Answer](#) option was turned off.

Recommended action


Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Check that the redial option is enabled.

Unplug the telephone cord from both the product and the wall and replug the cord.

Unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

Make sure that the phone cord from the wall telephone jack is plugged into the line  port.

Connect the product phone cord into a jack for another phone line.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax answer. Redial pending.

Description

The receiving fax line did not answer. The product attempts to redial after a few minutes.


Recommended action

Allow the product to retry sending the fax.

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

If the product continues to redial, unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

Make sure that the phone cord from the wall telephone jack is plugged into the line  port.

Connect the product phone cord into a jack for another phone line.

Try a different phone cord.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax detected.

Description

The product answered the incoming call but did not detect that a fax machine was calling.

Recommended action

Allow the product to retry receiving the fax.

Try a different phone cord.

Connect the product phone cord into a jack for another phone line.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Troubleshoot fax codes and trace reports

View and interpret fax error codes


Use fax error codes from the fax activity log to solve problems with the product fax features.


Code number	Description
232	<p>Possible causes include the following:</p> <ul style="list-style-type: none">• A communication failure has occurred between the two machines.• The user at the remote machine may have pressed the Stop button.• The power at the remote machine has been interrupted, or deliberately turned off causing the fax session to be interrupted. <p>To solve the issue, try the following steps:</p> <ol style="list-style-type: none">1. Resend the fax at a different time when telephone line conditions have improved.2. If the error persists, and error correction is in use for the fax session, disable the Error Correction setting.
282	<p>The product has not received any data at the start of a page during reception in error correction mode, but the modem has not detected a remote disconnect. The remote machine is probably transmitting sync frames instead of data and has either jammed or broken.</p> <p>The remote machine is probably transmitting sync frames instead of data and has either jammed or broken. Have the sender resend the fax after first requesting that the sender verify that the sending machine is working correctly.</p>
321	<p>There was a communication error with the receiving fax machine due to poor telephone line conditions.</p> <p>Resend the fax at a different time when telephone line conditions have improved.</p>

Code number	Description
344-348	<p>Possible causes include the following:</p> <ul style="list-style-type: none"> • The remote machine has failed to respond to a fax command from the local machine due to the connection being interrupted. • The user at the remote machine may have pressed the Stop button. • In rare instances, incompatibility between the two machines can cause the remote machine to simply terminate the call. <p>To solve the issue, try the following steps:</p> <ol style="list-style-type: none"> 1. Resend the fax at a different time when telephone line conditions have improved. 2. If the error persists, and error correction is in use for the fax session, disable the Error Correction setting.
381	<p>Possible causes include the following:</p> <ul style="list-style-type: none"> • The remote machine has failed to respond to a fax command from the local machine due to the connection being interrupted. • The user at the remote machine may have pressed the Stop button. <p>To solve the issue, try the following steps:</p> <ol style="list-style-type: none"> 1. Resend the fax at a different time when telephone line conditions have improved. 2. If the error persists, and error correction is in use for the fax session, disable the Error Correction setting.

Fax trace report

A fax T.30 trace report has information that can help resolve fax transmission problems. If you call HP for help in resolving these problems, print a T.30 trace report before you call.

1. Touch the Setup  button.
2. Open the [Service](#) menu.
3. Open the [Fax Service](#) menu.
4. Open the [Print T.30 Trace](#) menu, and then touch the [Now](#) item.

 **NOTE:** This procedure prints a report for the last fax job, successful or not. To generate a report for each unsuccessful fax job, select the [If Error](#) setting. To generate a report for each fax job, select the [At End of Call](#) setting.

Fax logs and reports

Use the following instructions to print fax logs and reports:

Print all fax reports

Use this procedure to print all of the following reports at one time:

- Last Call Report
- Fax Activity Log
- Phone Book Report
- Junk Fax List
- Billing Report (when Billing Codes are turned on)
- Configuration Report
- Usage Page

1. Touch the **Fax** button.



2. Open the **Fax Menu** menu.
3. Open the **Fax Reports** menu.
4. Touch the **Print All Fax Reports** item.

Print individual fax reports

1. Touch the **Fax** button.



2. Open the **Fax Menu** menu.
3. Open the **Fax Reports** menu.
4. Touch the name of the report that you want to print.

Set the fax error report

A fax error report is a brief report that indicates the product experienced a fax job error. You can set it to print after the following events:

- Every fax error (the factory-set default)
- Send fax error
- Receive fax error
- Never



NOTE: With this option, you will have no indication that a fax failed to be transmitted unless you print a fax activity log.

1. Touch the **Fax** button.




2. Open the **Fax Menu** menu.
3. Open the **Fax Reports** menu.
4. Open the **Fax Error Report** menu, and then touch the printing option that you want to use.

Change error correction and fax speed

Set the fax-error-correction mode

Usually, the product monitors the signals on the telephone line while it is sending or receiving a fax. If the product detects an error during the transmission and the error-correction setting is **On**, the product can request that the portion of the fax be resent. The factory-set default for error correction is **On**.


You should turn off error correction only if you are having trouble sending or receiving a fax, and you are willing to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection.

1. Touch the **Setup**  button.
2. Open the **Service** menu.
3. Open the **Fax Service** menu.
4. Open the **Error Correction** menu, and then touch the **On** button.

Change the fax speed

The fax-speed setting is the modem protocol that the product uses to send faxes. It is the worldwide standard for full-duplex modems that send and receive data across telephone lines at up to 33,600 bits per second (bps). The factory-set default for the fax-speed setting is [Fast \(V.34\)](#).

You should change the setting only if you are having trouble sending a fax to or receiving a fax from a particular device. Decreasing the fax speed might be useful when you are trying to send a fax overseas, or receive one from overseas, or if you are using a satellite telephone connection.

1. Touch the Setup  button.
2. Open the [Fax Setup](#) menu.
3. Open the [Advanced Setup](#) menu.
4. Open the [Fax Speed](#) menu, and then touch the speed setting that you want to use.

Solve problems sending faxes

- [An error message displays on the control panel](#)
- [The control panel displays a Ready message with no attempt to send the fax](#)
- [The control panel displays the message "Storing page 1" and does not progress beyond that message](#)
- [Faxes can be received, but not sent](#)
- [Unable to use fax functions from the control panel](#)
- [Unable to use speed dials](#)
- [Unable to use group dials](#)
- [Receive a recorded error message from the phone company when trying to send a fax](#)
- [Unable to send a fax when a phone is connected to the product](#)



An error message displays on the control panel

The Communication error. message displays

- Allow the product to retry sending the fax. Re-sending temporarily reduces the fax speed.
- Unplug the product telephone cord from the wall, connect a telephone, and try making a call. Connect the product phone cord into a jack for another phone line.

If the product is connected to a digital phone line, verify that you are using the correct filter and settings provided by the digital service provider.

- Try a different phone cord.


- From the control panel, change the **Fax Speed** option to the **Medium (V.17)** setting or **Slow (V.29)** setting.
 - a. Touch the Setup  button.
 - b. Open the **Fax Setup** menu.
 - c. Open the **Advanced Setup** menu.
 - d. Open the **Fax Speed** menu.
 - e. Select the correct setting.
- Turn off the **Error Correction** option.
 - a. Touch the Setup  button.
 - b. Open the **Service** menu.
 - c. Open the **Fax Service** menu.
 - d. Open the **Error Correction** menu.
 - e. Touch the **Off** setting.



NOTE: Turning off the **Error Correction** option can reduce image quality.

- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.



No dial tone.

- Make sure that the telephone cord is plugged into the correct port on the product.
- Make sure that the telephone cord from the product is plugged directly into the wall telephone jack.
- Check for a dial tone on the phone line by using the **Start Fax** button.
- Unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.
- Unplug the telephone cord from both the product and the wall and replug the cord.
- Make sure that you are using the telephone cord that came with the product.
- Connect the product phone cord into a jack for another phone line.
- Check the phone line by using the **Run Fax Test** option from the **Service** menu on the control panel.
 - a. Touch the Setup  button.
 - b. Open the **Service** menu.
 - c. Open the **Fax Service** menu.
 - d. Select the **Run Fax Test** item.

The Fax is busy. message displays

- Try sending the fax again.
- Call the recipient to ensure that the fax machine is on and ready.
- Check that you are dialing the correct fax number.
- Check for a dial tone on the phone line by using the [Start Fax](#) button.
- Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.
- Connect the product phone cord into a jack for another phone line, and try sending the fax again.
- Try a different phone cord.
- Send the fax at a later time.
- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.


The No fax answer. message displays

- Try to resend the fax.
- Call the recipient to ensure that the fax machine is on and ready.
- Check that you are dialing the correct fax number.
- Unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.
- Connect the product phone cord into a jack for another phone line.
- Try a different phone cord.
- Make sure that the phone cord from the wall telephone jack is plugged into the line  port.
- Check the phone line by using the [Run Fax Test](#) option from the [Service](#) menu on the control panel.
 - a. Touch the Setup  button.
 - b. Open the [Service](#) menu.
 - c. Open the [Fax Service](#) menu.
 - d. Select the [Run Fax Test](#) item.
- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Document feeder paper jam

- Verify that the paper meets product size requirements. The product does not support pages longer than 381 mm (15 in) for faxing.
- Copy or print the original to letter, A4, or legal size paper, and then resend the fax.

The Fax storage is full. message displays

- Turn the product off then on.
- Print stored faxes that have not been printed.
 - a. Touch the **Fax** button, and then open the **Fax Menu** menu.
 - b. Open the **Receive Options** menu.
 - c. Select the **Print Private Faxes** item.
 - d. Provide the password when the product prompts you.
- Delete stored faxes from memory.
 - a. Touch the Setup  button.
 - b. Open the **Service** menu.
 - c. Open the **Fax Service** menu.
 - d. Select the **Clear Saved Faxes** item.
- Divide the large fax job into smaller sections, and then fax them individually.


Scanner error

- Verify that the paper meets product size requirements. The product does not support pages longer than 381 mm (15 in) for faxing.
- Copy or print the original onto letter, A4, or legal size paper and then resend the fax.

The control panel displays a Ready message with no attempt to send the fax


- Check the fax activity log for errors.
 - a. Touch the **Fax** button, and then open the **Fax Menu** item.
 - b. Open the **Fax Reports** menu.
 - c. Open the **Fax Activity Log** menu.
 - d. Select the **Print Log Now** option.
- If a phone is connected to the product, make sure that the phone is hung up.
- Disconnect all other lines between the fax and the product.
- Connect the product directly into the wall telephone jack and resend the fax.

The control panel displays the message "Storing page 1" and does not progress beyond that message

- Delete stored faxes from memory.
 - a. Touch the Setup  button.
 - b. Open the [Service](#) menu.
 - c. Open the [Fax Service](#) menu.
 - d. Select the [Clear Saved Faxes](#) item.

Faxes can be received, but not sent


Send fax and nothing happens.

1. Check for a dial tone on the phone line by using the [Start Fax](#) button.
2. Turn the product off then on.
3. Use the control panel or the HP Fax Setup Wizard to configure the fax time, date, and fax header information.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.
 - d. Open the [Fax Header](#) menu.
 - e. Enter the correct settings.
4. Verify that any extension phones on the line are hung up.
5. If using a DSL service, make sure that the phone line connection to the product includes a high-pass filter.


Unable to use fax functions from the control panel

- The product might be password protected. Use the HP Embedded Web Server, HP Toolbox software, or the control panel to set a password.
- If you do not know the password for the product, contact your system administrator.
- Verify with the system administrator that the fax functionality has not been disabled.


Unable to use speed dials

- Make sure that the fax number is valid.
- If an outside line requires a prefix, turn on the [Dial Prefix](#) option or include the prefix in the speed dial number.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.
 - d. Open the [Dial Prefix](#) menu.
 - e. Select the [On](#) setting.

Unable to use group dials

- Make sure that the fax number is valid.
- If an outside line requires a prefix, turn on the [Dial Prefix](#) option or include the prefix in the speed dial number.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.
 - d. Open the [Dial Prefix](#) menu.
 - e. Select the [On](#) setting.
- Set up all entries in the group with speed dial entries.
 - a. Open an unused speed dial entry.
 - b. Enter the fax number for the speed dial.
 - c. Touch the [OK](#) button to save the speed dial.

Receive a recorded error message from the phone company when trying to send a fax

- Make sure you dial the fax number correctly, and make sure that the phone service is not blocked. For example, some phone services might prevent long distance calling.
- If an outside line requires a prefix, turn on the [Dial Prefix](#) option or include the prefix in the speed dial number.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.

- d. Open the **Dial Prefix** menu.
- e. Select the **On** setting.



NOTE: To send a fax without a prefix, when the **Dial Prefix** option is turned on, send the fax manually.

- Send a fax to an international number
 - a. If a prefix is required, manually dial the telephone number with the prefix.
 - b. Enter the country/region code before dialing the phone number.
 - c. Wait for pauses as you hear the tones on the phone.
 - d. Send the fax manually from the control panel.

Unable to send a fax when a phone is connected to the product


- Make sure that the telephone is hung up.
- Make sure that the telephone is not being used for a voice call when faxing.
- Unplug the phone from the line, and then try sending the fax.

Solve problems receiving faxes


- [The fax does not respond](#)
- [An error message displays on the control panel](#)
- [A fax is received but does not print](#)
- [Sender receives a busy signal](#)
- [No dial tone](#)
- [Cannot send or receive a fax on a PBX line](#)

The fax does not respond


The fax has a dedicated phone line


- Set the [Answer Mode](#) option to the [Automatic](#) setting from the control panel.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.
 - d. Open the [Answer Mode](#) menu.
 - e. Select the [Automatic](#) setting.

An answering machine is connected to the product

- Set the [Answer Mode](#) option to the [TAM](#) setting and plug the answering machine into the “telephone” port.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.
 - d. Open the [Answer Mode](#) menu.
 - e. Select the [TAM](#) setting.


If the [TAM](#) setting is unavailable, set the [Answer Mode](#) option to the [Automatic](#) setting.

- Set the [Rings to Answer](#) setting to at least one ring more than the number of rings for which the answering machine is set.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.

- d. Open the [Rings to Answer](#) menu.
- e. Select the correct setting.
- Connect the answering machine into the “telephone” port.
- If the product has a telephone handset connected, set the [Answer Mode](#) option to the [Fax/Tel](#) setting to route calls to the correct device. When detecting a voice call, the product generates a ring tone that alerts you to pick up the telephone handset.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.
 - d. Open the [Answer Mode](#) menu.
 - e. Select the [Fax/Tel](#) setting.

A telephone handset is connected to the product


Set the [Answer Mode](#) option to the [Automatic](#) setting.


1. Touch the Setup  button.
2. Open the [Fax Setup](#) menu.
3. Open the [Basic Setup](#) menu.
4. Open the [Answer Mode](#) menu.
5. Select the [Automatic](#) setting.


The Answer Mode setting is set to the Manual setting

- Touch the [Start Fax](#) button on the control panel.

Voice mail is available on the fax line

- Add a distinctive ring service to your telephone line and change the [Distinctive Ring](#) setting on the product to match the ring pattern supplied by the telephone company. Contact your telephone company for information.
 - a. Verify that the answer mode is set to the [Automatic](#) setting.
 - b. Touch the Setup  button.
 - c. Open the [Fax Setup](#) menu.
 - d. Open the [Basic Setup](#) menu.


- e. Open the [Distinctive Ring](#) menu.
- f. Select the correct setting.
- Buy a dedicated line for faxing.
- Set the [Answer Mode](#) option to the [Manual](#) setting.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.
 - d. Open the [Answer Mode](#) menu.
 - e. Select the [Manual](#) setting.

 **NOTE:** You must be present to receive faxes.

The product is connected to a DSL phone service


- Check the installation and features. A DSL modem requires a high-pass filter on the phone line connection to the product. Contact your DSL service provider for a filter or buy a filter.
- Verify that the filter is plugged in.
- Replace the existing filter to make sure that it is not defective.

The product uses a fax over IP or VoIP phone service

- Set the [Fax Speed](#) option to the [Slow \(V.29\)](#) or [Medium \(V.17\)](#) setting, or disable the [Fast \(V.34\)](#) setting.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Advanced Setup](#) menu.
 - d. Open the [Fax Speed](#) menu.
 - e. Select the correct setting.
- Contact your service provider to make sure that fax is supported and for a recommended fax speed settings. Some companies might require an adapter.


An error message displays on the control panel

The No fax detected. message displays


 **NOTE:** This error does not always refer to a missed fax. If a voice call is made to a fax number by mistake and the caller hangs up, the **No fax detected.** message displays on the control panel.

- Ask the sender to resend the fax.
- Make sure that the telephone cord from the product is plugged into the wall telephone jack.
- Try a different phone cord.
- Connect the product phone cord into a jack for another phone line.
- Make sure the telephone line and phone wall jack are active by plugging in a telephone and checking for a dial tone.
- Make sure that the telephone cord is plugged into the “line” port on the product.
- Check the phone line by running a fax test from the control panel.
- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

The Communication error. message displays


- Ask the sender to send the fax again or send at a later time when line conditions have improved.
- Unplug the product telephone cord from the wall, connect a telephone, and try making a call. Connect the product phone cord into a jack for another phone line.
- Try a different phone cord.
- Set the **Fax Speed** option to the **Slow (V.29)** or **Medium (V.17)** setting, or disable the **Fast (V.34)** setting.
 - a. Touch the Setup  button.
 - b. Open the **Fax Setup** menu.
 - c. Open the **Advanced Setup** menu.
 - d. Open the **Fax Speed** menu.
 - e. Select the correct setting.
- Turn off the **Error Correction** feature to prevent automatic error correction.

 **NOTE:** Turning off the **Error Correction** feature can reduce image quality.

- a. Touch the Setup  button.
- b. Open the **Service** menu.
- c. Open the **Fax Service** menu.

- d. Open the [Error Correction](#) menu.
 - e. Select the [Off](#) setting.
- Print the [Fax Activity Log](#) report from the control panel to determine if the error occurs with a specific fax number.
 - a. Touch the [Fax](#) button, and then touch the [Fax Menu](#) button.
 - b. Open the [Fax Reports](#) menu.
 - c. Open the [Fax Activity Log](#) menu.
 - d. Select the [Print Log Now](#) option.
- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

The Fax storage is full. message displays

- Turn the product off then on.
- Print all of the faxes, and then have the sender resend the fax.
- Ask the sender to divide a large fax job into smaller sections, and then fax them individually.
- Make sure that the resolution of the sending fax machine is not set to the [Photo](#) setting or the [Superfine](#) setting.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Advanced Setup](#) menu.
 - d. Open the [Fax Resolution](#) menu.
 - e. Select the correct setting.
- Cancel all fax jobs or clear the faxes from memory.

The Fax is busy. message displays

- The product cannot receive a fax while attempting to send one. Cancel the fax send and try sending at a later time.
- Allow the product to try sending the fax again.

A fax is received but does not print

The Private Receive feature is on


- When the [Private Receive](#) feature is activated, received faxes are stored in memory. A password is required to print the stored faxes.
- Enter the password to print the fax. If you do not know the password, contact the product administrator.



NOTE: Memory errors might occur if the faxes are not printed. The product will not answer if the memory is full.

Sender receives a busy signal

A handset is connected to the product

- Make sure the phone is hung up.
- Change the [Answer Mode](#) option to match the product setup.
 - a. Touch the Setup  button.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Basic Setup](#) menu.
 - d. Open the [Answer Mode](#) menu.
 - e. Select the setting that matches the product setup.

Set the [Answer Mode](#) option to the [Fax/Tel](#) setting to automatically receive faxes. The [Fax/Tel](#) setting automatically detects whether the incoming transmission is a fax or a voice call and routes the call to the appropriate device.

A phone line splitter is being used

- If you are using a phone line splitter, remove the splitter and set up the phone as a downstream phone.
- Make sure the phone is hung up.
- Make sure the phone is not being used for a voice call when faxing.

No dial tone

- If using a phone line splitter, remove the phone line splitter and set up the phone as a downstream phone.

Cannot send or receive a fax on a PBX line


- If you are using a PBX phone line, contact your PBX administrator to configure an analog fax line for your product.


Solve general fax problems



- [Faxes are sending slowly](#)
- [Fax quality is poor](#)
- [Fax cuts off or prints on two pages](#)

Faxes are sending slowly

The product is experiencing poor phone line quality.


- Retry sending the fax when the line conditions have improved.
- Check with the phone service provider that the line supports fax.
- Turn off the [Error Correction](#) setting.
 - a. Open the Setup  menu.
 - b. Open the [Service](#) menu.
 - c. Open the [Fax Service](#) menu.
 - d. Open the [Error Correction](#) menu.
 - e. Select the [Off](#) setting.

 **NOTE:** This can reduce image quality.

- Use white paper for the original. Do not use colors such as gray, yellow, or pink.
- Increase the [Fax Speed](#) setting.
 - a. Open the Setup  menu.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Advanced Setup](#) menu.
 - d. Open the [Fax Speed](#) menu.
 - e. Select the correct setting.
- Divide large fax jobs into smaller sections, and then fax them individually.
- Change the fax settings on the control panel to a lower resolution.
 - a. Open the Setup  menu.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Advanced Setup](#) menu.
 - d. Open the [Fax Resolution](#) menu.
 - e. Select the correct setting.


Fax quality is poor

Fax is blurry or light.



- Increase fax resolution when sending faxes. Resolution does not affect received faxes.
 - a. Open the Setup  menu.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Advanced Setup](#) menu.
 - d. Open the [Fax Resolution](#) menu.
 - e. Select the correct setting.



NOTE: Increasing resolution slows transmission speed.

- Turn on the [Error Correction](#) setting from the control panel.
 - a. Open the Setup  menu.
 - b. Open the [Service](#) menu.
 - c. Open the [Fax Service](#) menu.
 - d. Open the [Error Correction](#) menu.
 - e. Select the [On](#) setting.
- Check the print cartridges and replace if necessary.
- Ask the sender to darken the contrast setting on the sending fax machine, and then resend the fax.

Fax cuts off or prints on two pages

- Set the [Default Paper Size](#) setting. Faxes print on a single size of paper based on the [Default Paper Size](#) settings.
 - a. Open the Setup  menu.
 - b. Open the [System Setup](#) menu.
 - c. Open the [Paper Setup](#) menu.
 - d. Open the [Default Paper Size](#) menu.
 - e. Select the correct setting.
- Set the paper type and size for the tray used for faxes.
- Turn on the [Fit to Page](#) setting to print longer length faxes on letter or A4 size paper.
 - a. Open the Setup  menu.
 - b. Open the [Fax Setup](#) menu.

- c. Open the [Advanced Setup](#) menu.
- d. Open the [Fit to Page](#) menu.
- e. Select the [On](#) setting.



NOTE: If the [Fit to Page](#) setting is off and the [Default Paper Size](#) setting is set to letter, a legal size original prints on two pages.

Product updates

Software and firmware updates and installation instructions for this product are available at www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475. Click **Support & Drivers**, click the operating system, and then select the download for the product.

3 Parts and diagrams

- [Order parts by authorized service providers](#)
- [How to use the parts lists and diagrams](#)
- [Scanner and document feeder main assemblies](#)
- [Covers](#)
- [Internal assemblies](#)
- [Input device\(s\)](#)
- [Alphabetical parts list](#)
- [Numerical parts list](#)

Order parts by authorized service providers

Orderable parts

Table 3-1 Order parts, accessories, and supplies

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order through service or support providers	Contact an HP-authorized service or support provider.

Whole unit replacement

Table 3-2 Pro 300 Color MFP M375nw

Part number	Description
CE903-69009	Prod-Exchange 220V M375nw WUR EMEA
CE903-69010	Prod-Exchange 110V M375nw WUR NAR/TW
CE903-69011	Prod-Exchange 220V M375nw WUR AP/LAR
CE903-69012	Prod-Exchange 220V M375nw WUR CL/AR
CE903-67062	Prod-New 220V M375nw WUR CN/MY
CE903-67058	Prod-New 110V M375nw WUR BR

Table 3-3 Pro 400 Color MFP M475dn

Part number	Description
CE863-69001	Prod-Exchange 220V CM475dn WUR EMEA
CE863-69002	Prod-Exchange 110V CM475dn WUR NAR/TW
CE863-69003	Prod-Exchange 220V CM475dn WUR AP/LAR
CE863-69004	Prod-Exchange 220V CM475dn WUR CL/AR
CE863-67061	Prod-New 220V CM475dn WUR CN/MY
CE863-67062	Prod-New 110V CM475dn WUR BR

Table 3-4 Pro 400 Color M475dw

Part number	Description
CE864-69001	Prod-Exchange 220V CM475dw WUR EMEA
CE864-69002	Prod-Exchange 110V CM475dw WUR NAR/TW
CE864-69003	Prod-Exchange 220V CM475dw WUR AP/LAR

Table 3-4 Pro 400 Color M475dw (continued)

CE864-69004	Prod-Exchange 220V CM475dw WUR CL/AR
CE864-67061	Prod-New 220V CM475dw WUR CN/MY
CE864-67062	Prod-New 110V CM475dw WUR BR


Related documentation and software

Table 3-5 Related documentation and software


Item	Description	Part number
<i>HP LaserJet Pro 300 Color MFP HP LaserJet Pro 400 Color MFP User Guide</i>	Product user guide.	CE863-90907
<i>HP LaserJet Pro 300 Color MFP HP LaserJet Pro 400 Color MFP Service Manual</i>	English service manual (this manual)	CE863-90966

Supplies and accessories

Item	Part number	Cartridge number	Description
Toner cartridges	CE410-67901	305A	Standard-capacity black toner cartridge with HP ColorSphere toner
	CE411-67901	305A	Cyan toner cartridge with HP ColorSphere toner
	CE412-67901	305A	Yellow toner cartridge with HP ColorSphere toner
	CE413-67901	305A	Magenta toner cartridge with HP ColorSphere toner
Memory	CB423A		256 MB memory DIMM
Paper-handling accessories	RM1-8063-000C N		250-sheet paper feeder (optional Tray 3)
USB cable	8121-0868		2-meter A-to-B cable

 **NOTE:** For information about the yield for the cartridges, see www.hp.com/go/pageyield. Actual yield depends on specific use.


Service parts


 **NOTE:** The parts in the following table are not shown in the assembly illustrations in this chapter.

Item	Description	Part number
Regulatory label	Blank label	5969-9497

How to use the parts lists and diagrams

The figures in this chapter show the major subassemblies in the product and their component parts. A parts list table follows each exploded view assembly diagram. Each table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

 **CAUTION:** Be sure to order the correct part. When looking for part numbers for electrical components, pay careful attention to the voltage that is listed in the description column. Doing so will ensure that the part number selected is for the correct all-in-one model.

 **NOTE:** In this manual, the abbreviation “PCA” stands for “printed circuit-board assembly.” Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

Scanner and document feeder main assemblies

Figure 3-1 Scanner and document feeder main assemblies

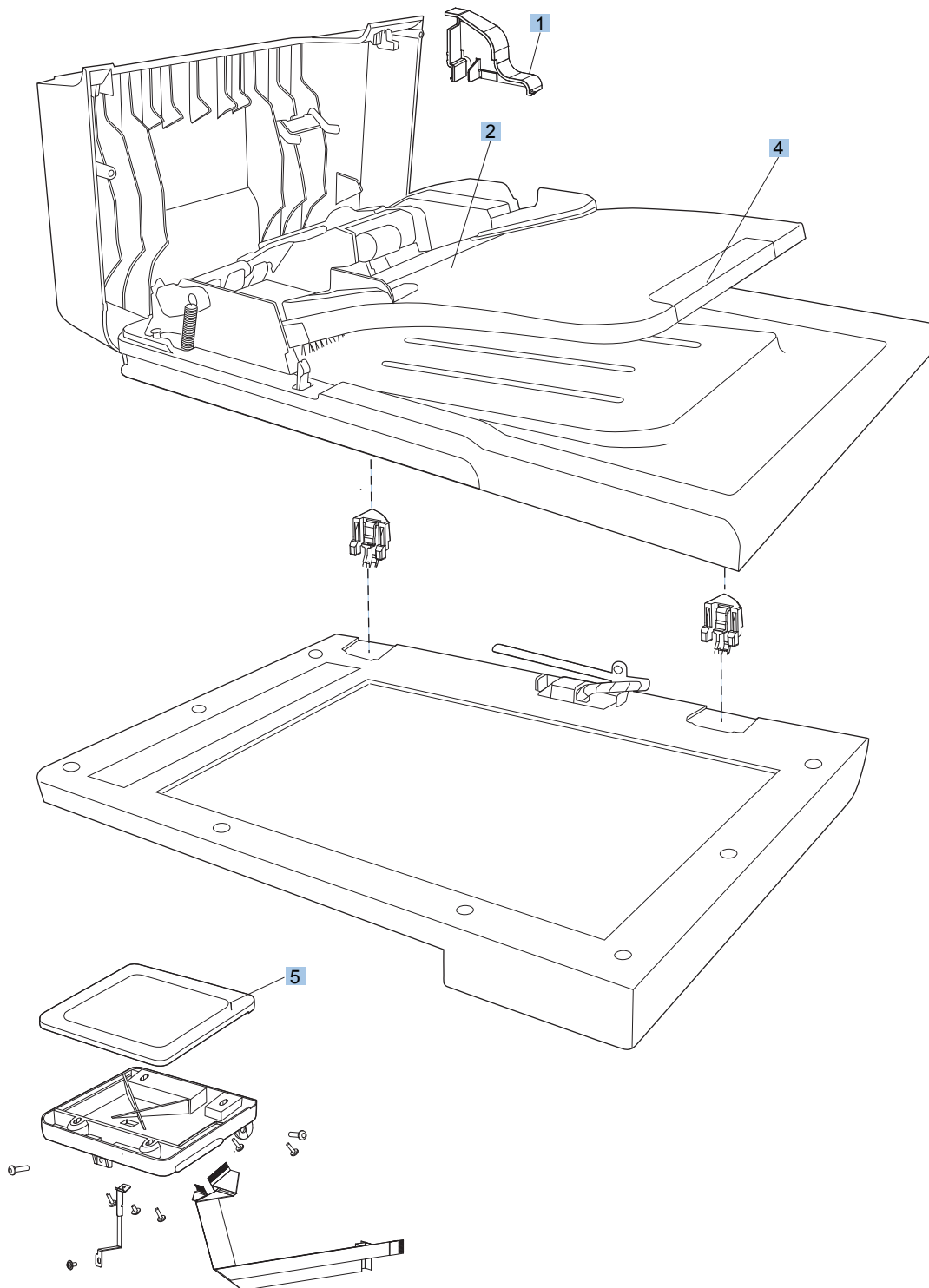


Table 3-6 Scanner and document feeder main assemblies

Ref	Description	Part number	Qty
1	Scanner assembly	CE863-60119	1
2	Document feeder assembly	CE863-60101	1
3	Document feeder pickup assembly	5851-2559	1
4	Document feeder input tray	CE863-60113	1
5	Control-panel assembly	CE863-60015	1

Covers

Figure 3-2 External panels and covers

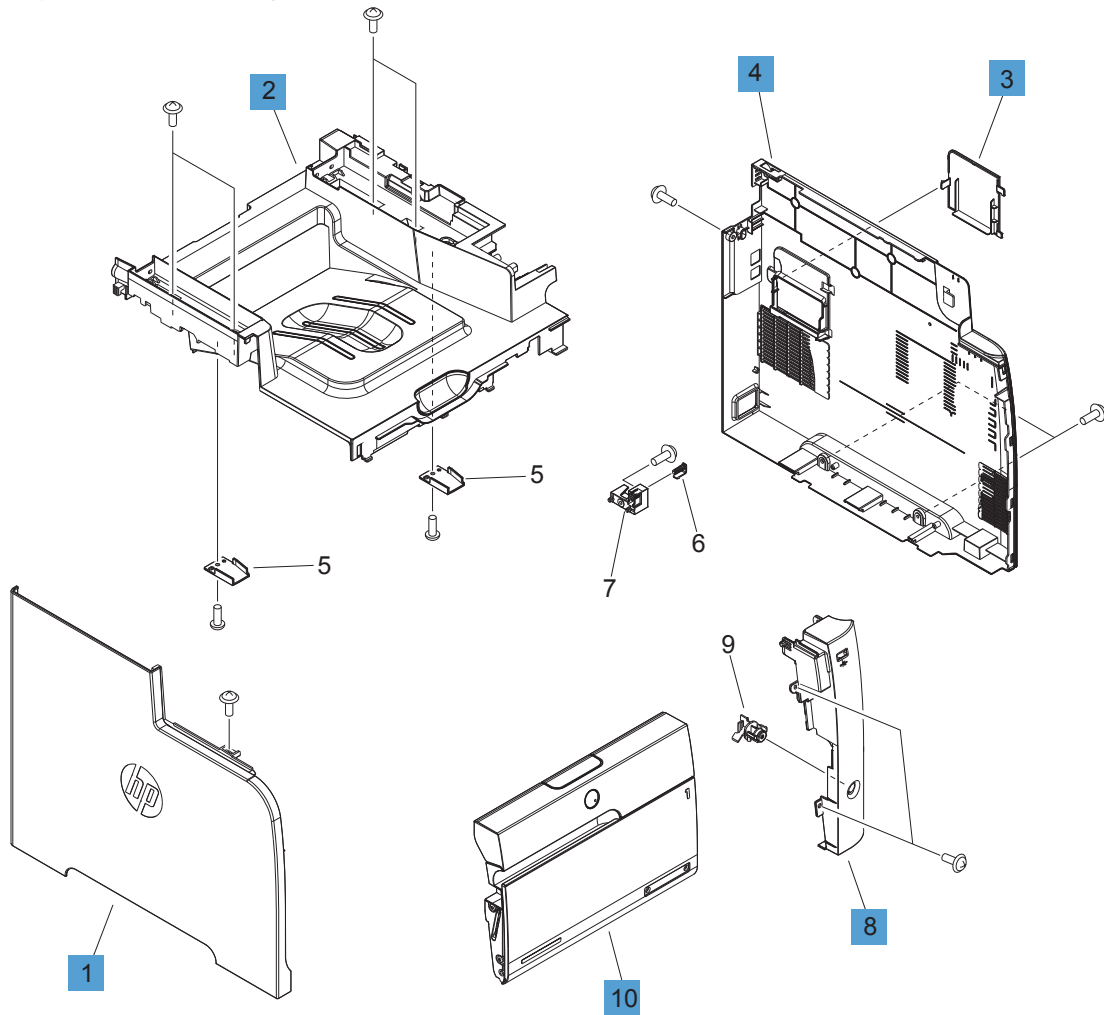


Table 3-7 Covers

Ref	Description	Part number	Qty
1	Cover, left	RL1-3063-000	1
2	Cover, upper assembly	RM1-8060-000	1
3	Cover, DIMM	RC3-1751-000	1
4	Cover, right	RC3-1732-000	1
8	Cover, right front	RC3-1733-000	1
10	Door, front assembly	RM1-8064-000	1

Internal assemblies

Internal assemblies (1 of 6)

Figure 3-3 Internal assemblies (1 of 6)

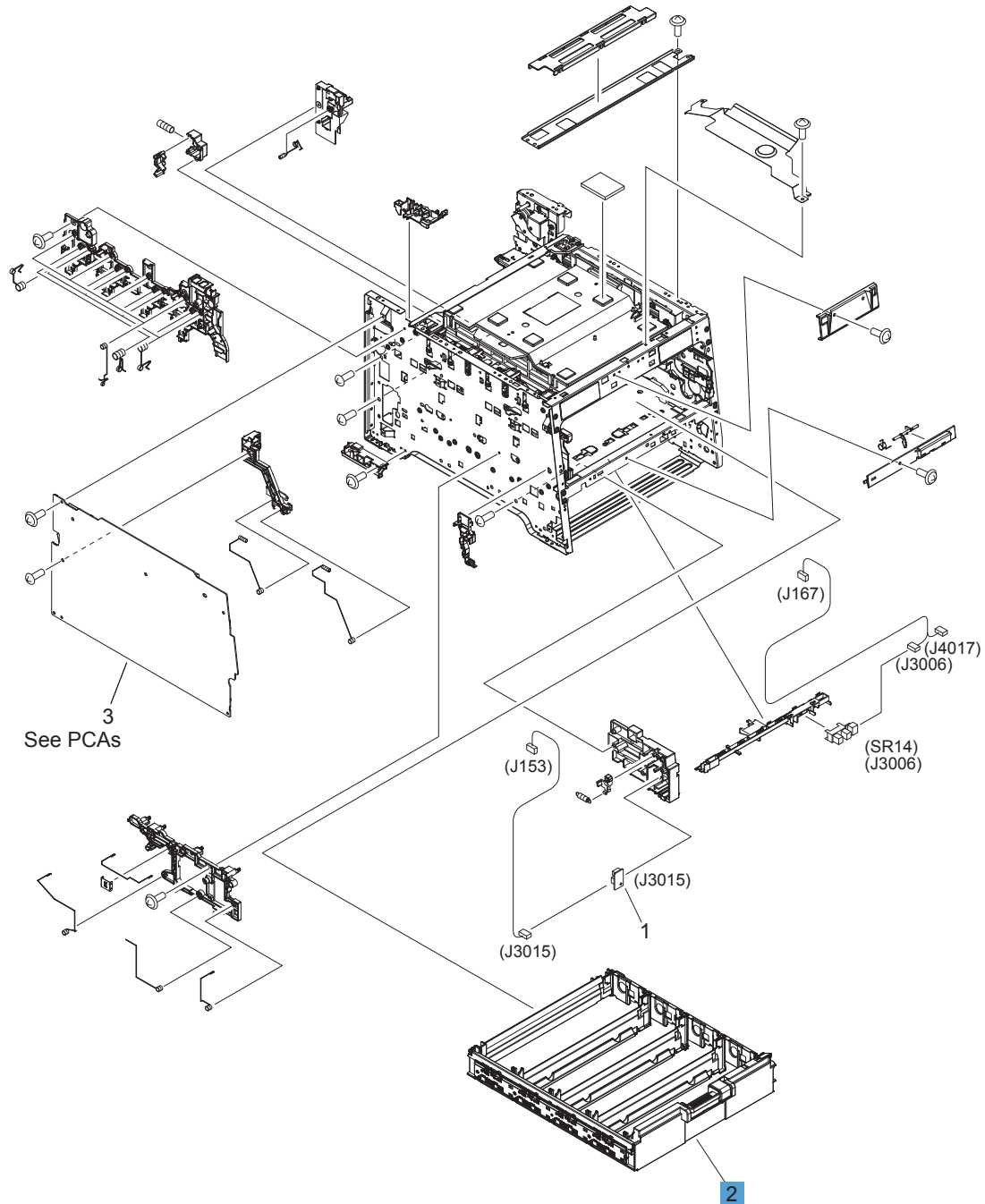


Table 3-8 Internal assemblies (1 of 6)

Ref	Description	Part number	Qty
2	Cartridge-tray assembly	RM1-8041-000	1

Internal assemblies (2 of 6)

Figure 3-4 Internal assemblies (2 of 6)

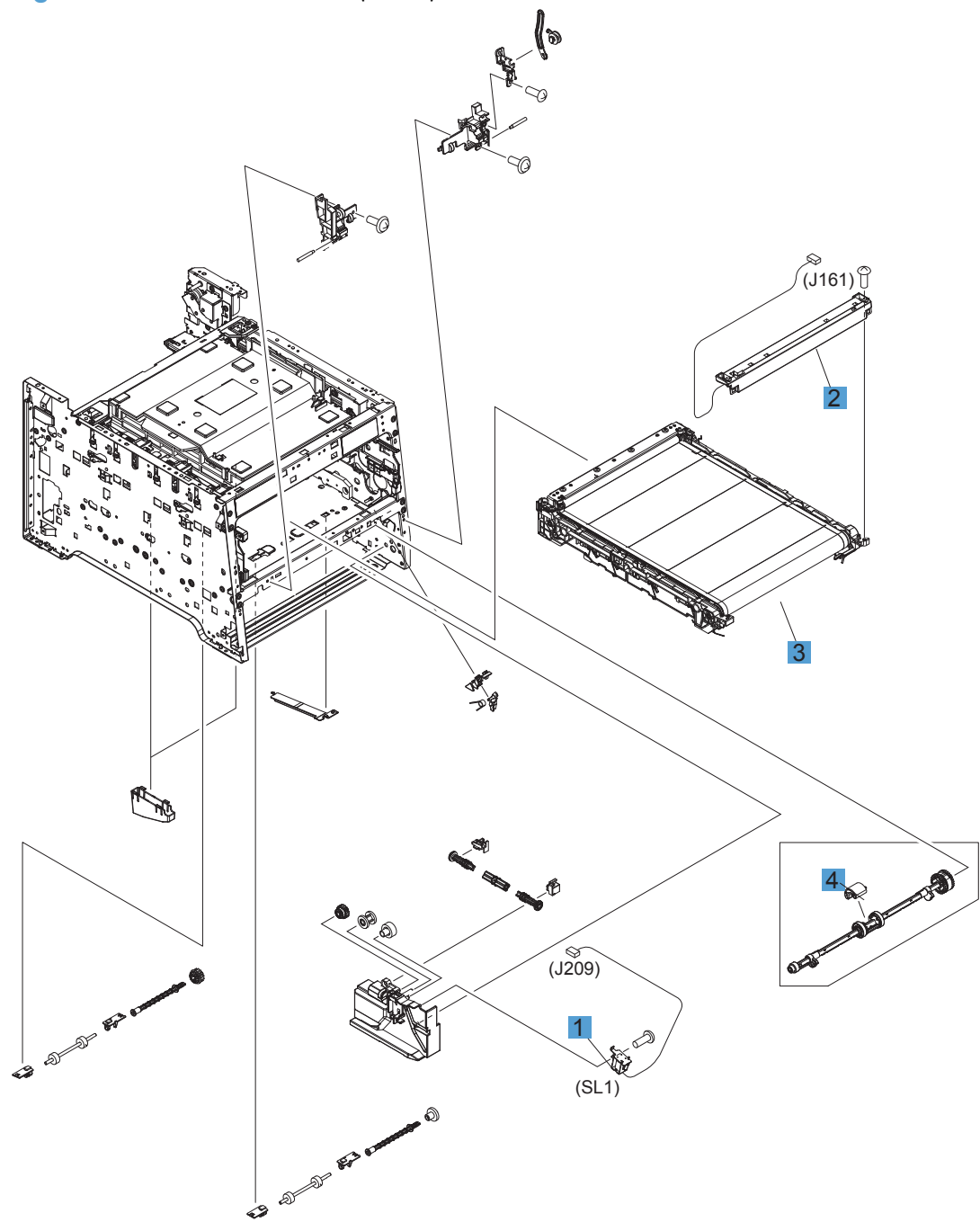


Table 3-9 Internal assemblies (2 of 6)

Ref	Description	Part number	Qty
1	Solenoid, Tray 1 (SL1; MP tray)	RM1-5420-000	1
2	Color misregistration sensor assembly	RM1-8029-000	1
3	Intermediate transfer belt (ITB)	RM1-4852-000	1
4	Roller, paper-pickup Tray 1	RL1-1802-000	1

Internal components (3 of 6)

Figure 3-5 Internal assemblies (3 of 6)

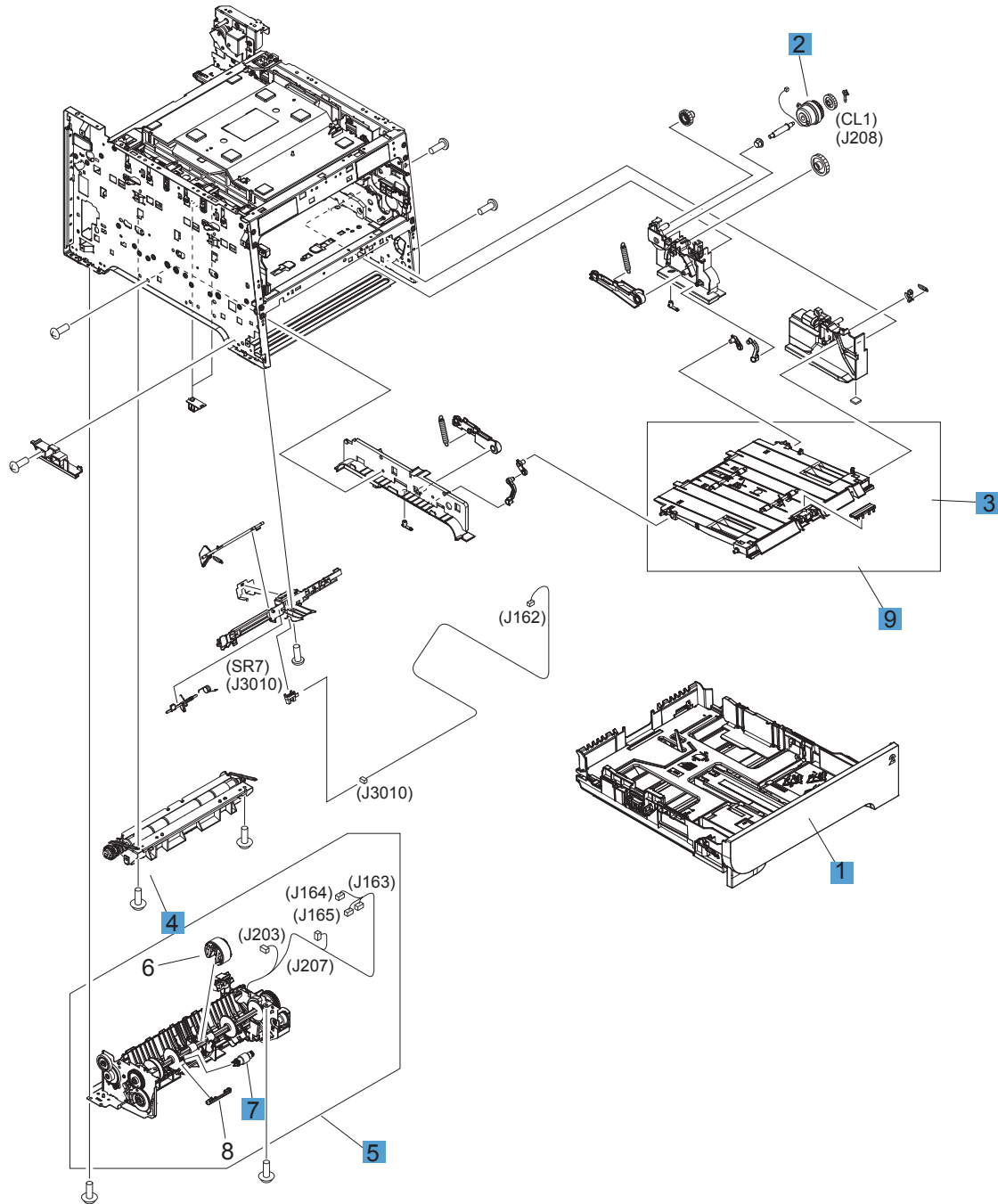


Table 3-10 Internal assemblies (3 of 6)

Ref	Description	Part number	Qty
1	Cassette, Tray 2	RM1-8063-000	1
2	Multi purpose clutch assembly	RM1-8318-000	1
3	Pad, separation Tray 1	RL1-1785-000CN	1
4	Registration assembly	RM1-4841-000	1
5	Paper pickup assembly	RM1-8045-000	1
6	Tray 2 paper pickup roller assembly	RM1-8047-000	1
7	Tray 2 separation roller assembly	RM1-4840-000	1
9	Multi purpose tray assembly	RM1-8610-000	1

Internal assemblies (4 of 6)

Figure 3-6 Internal assemblies (4 of 6)

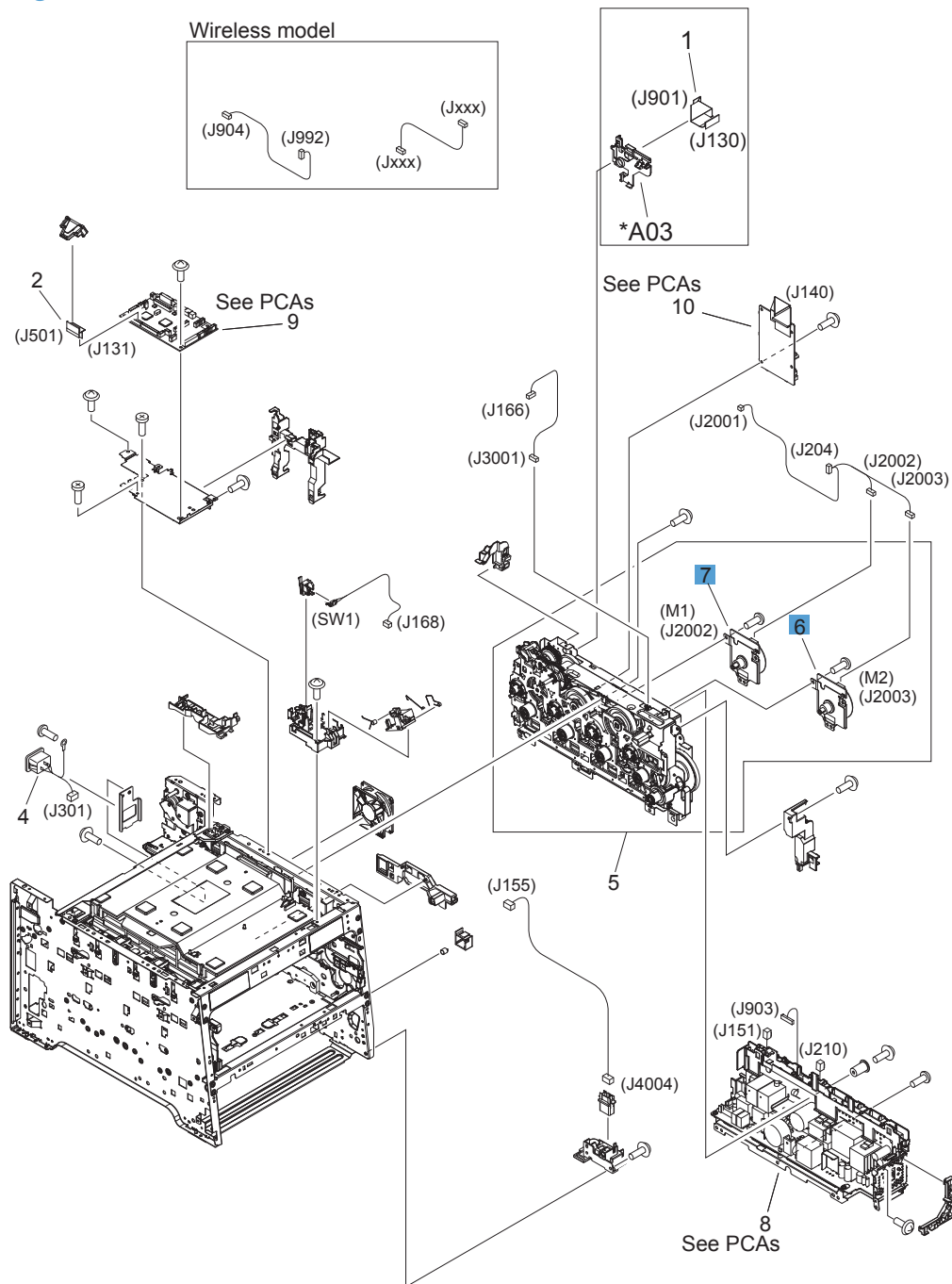


Table 3-11 Internal assemblies (4 of 6)

Ref	Description	Part number	Qty
6	Motor, developer DC (M1)	RL1-3053-000	1
7	Motor, drum DC (M2)	RL1-1800-000	1
8	Fan	RK2-3847-000	

Internal assemblies (5 of 6)

Figure 3-7 Internal assemblies (5 of 6)

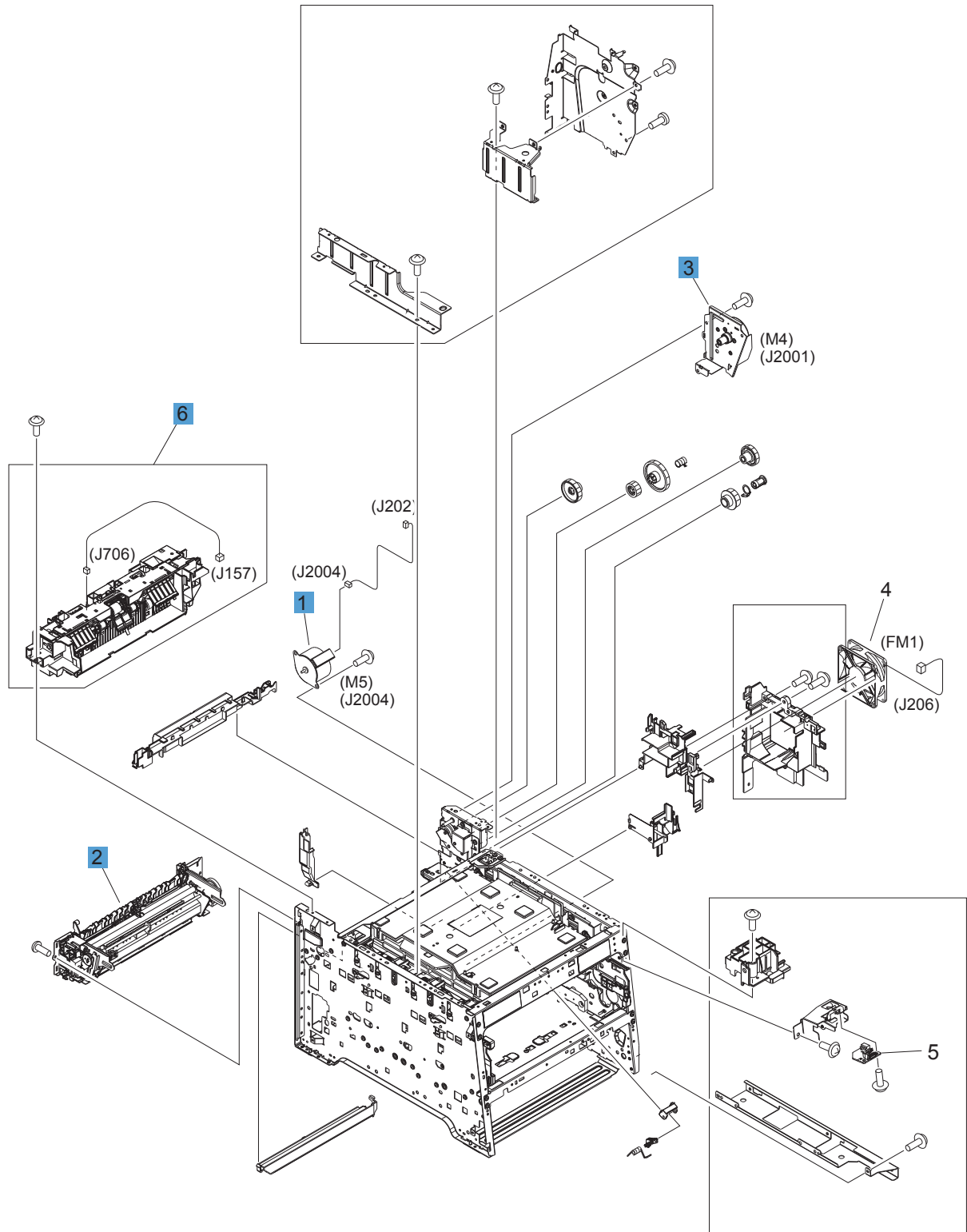


Table 3-12 Internal assemblies (5 of 6)

Ref	Description	Part number	Qty
1	Motor, feed assembly (M5)	RM1-5419-000	1
2	Fuser assembly (110v)	RM1-8061-000	1
2	Fuser assembly (220v)	RM1-8062-000	1
3	Motor, fuser assembly (M4)	RM1-8609-000	1
6	Paper delivery assembly	RM1-8049-000	1

Internal assemblies (6 of 6)

Figure 3-8 Internal assemblies (6 of 6)

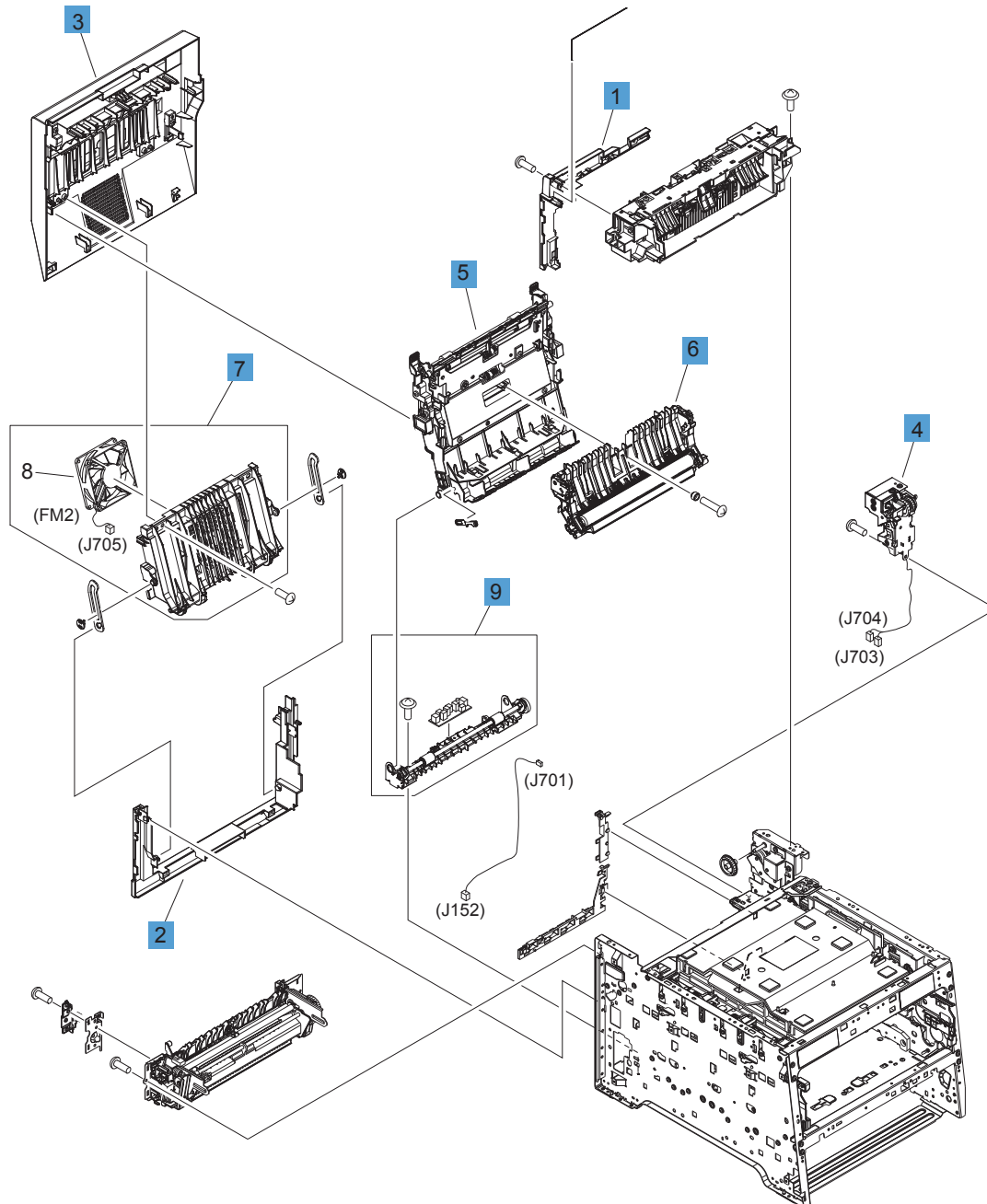


Table 3-13 Internal assemblies (6 of 6)

Ref	Description	Part number	Qty
1	Cover, upper-rear	RL1-3068-000	1
2	Cover, lower-rear	RC3-1700-000	1
3	Door, rear	RM1-8052-000	1
4	Reverse drive assembly	RM1-4880-000	1
5	Feed guide, duplex assembly (includes transfer roller) ¹	RM1-4879-000	1
6	Paper feed guide assembly (includes transfer roller)	RM1-8043-000	1
7	Rib assembly, rear-door	RM1-8053-000	1
9	Paper-pickup guide assembly	RM1-8051-000	1

¹ For a broken link-guide: you must replace either the duplexing-feed guide assembly, or the entire product (the interior paper guide is not replaceable).

PCAs

Figure 3-9 PCAs

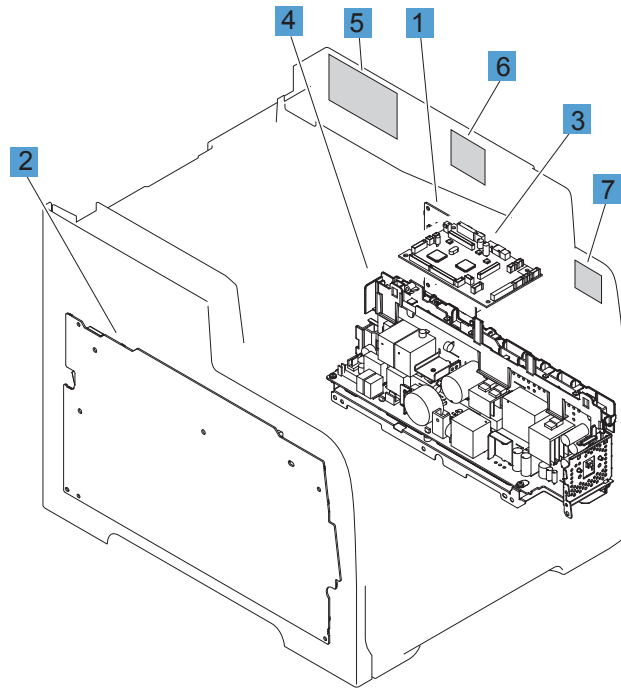


Table 3-14 PCAs

Ref	Description	Part number	Qty
1	Driver PCA	RM1-8032-000	1
2	High-voltage power supply	RM1-8031-000	1
3	DC controller	RM1-8039-000	1
4	Low-voltage power supply (110v)	RM1-9034-000	1
4	Low-voltage power supply (220v)	RM1-9036-000	1
5	Fax PCA	CE682-60001	1
5	Fax PCA (Europe only)	CE683-60001	1
6	Wireless controller PCA	1150-7938	1
7	USB connector PCA	RK2-3846-000	1
Not shown	Formatter PCA	CE855-60001	1

Input device(s)

250-sheet paper feeder (optional Tray 3)

Figure 3-10 250-sheet paper feeder (optional Tray 3)

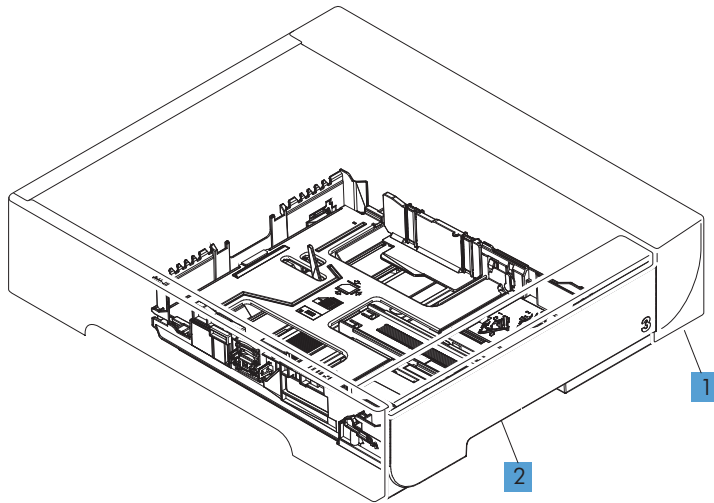


Table 3-15 250-sheet paper feeder (optional Tray 3)

Ref	Description	Part number	Qty
1	250-sheet paper feeder (optional Tray 3; includes cassette)	RM1-8544-000CN	1
2	Cassette (optional Tray 3)	RM1-8063-000CN	1

Alphabetical parts list

Table 3-16 Alphabetical parts list

Description	Part number	Table and page
250-sheet paper feeder (optional Tray 3; includes cassette)	RM1-8544-000CN	250-sheet paper feeder (optional Tray 3) on page 261
Cartridge-tray assembly	RM1-8041-000	Internal assemblies (1 of 6) on page 247
Cassette (optional Tray 3)	RM1-8063-000CN	250-sheet paper feeder (optional Tray 3) on page 261
Cassette, Tray 2	RM1-8063-000	Internal assemblies (3 of 6) on page 251
Color misregistration sensor assembly	RM1-8029-000	Internal assemblies (2 of 6) on page 249
Control-panel assembly	CE863-60015	Scanner and document feeder main assemblies on page 243
Cover, DIMM	RC3-1751-000	Covers on page 245
Cover, left	RL1-3063-000	Covers on page 245
Cover, lower-rear	RC3-1700-000	Internal assemblies (6 of 6) on page 257
Cover, right	RC3-1732-000	Covers on page 245
Cover, right front	RC3-1733-000	Covers on page 245
Cover, upper assembly	RM1-8060-000	Covers on page 245
Cover, upper-rear	RL1-3068-000	Internal assemblies (6 of 6) on page 257
DC controller	RM1-8039-000	PCAs on page 259
Document feeder assembly	CE863-60101	Scanner and document feeder main assemblies on page 243
Document feeder input tray	CE863-60113	Scanner and document feeder main assemblies on page 243
Document feeder pickup assembly	5851-2559	Scanner and document feeder main assemblies on page 243
Door, front assembly	RM1-8064-000	Covers on page 245
Door, rear	RM1-8052-000	Internal assemblies (6 of 6) on page 257
Driver PCA	RM1-8032-000	PCAs on page 259
Fan	RK2-3847-000	Internal assemblies (4 of 6) on page 253
Fax PCA	CE682-60001	PCAs on page 259

Table 3-16 Alphabetical parts list (continued)

Description	Part number	Table and page
Fax PCA (Europe only)	CE683-60001	PCAs on page 259
Feed guide, duplex assembly (includes transfer roller) ¹	RM1-4879-000	Internal assemblies (6 of 6) on page 257
Formatter PCA	CE855-60001	PCAs on page 259
Fuser assembly (110v)	RM1-8061-000	Internal assemblies (5 of 6) on page 255
Fuser assembly (220v)	RM1-8062-000	Internal assemblies (5 of 6) on page 255
High-voltage power supply	RM1-8031-000	PCAs on page 259
Intermediate transfer belt (ITB)	RM1-4852-000	Internal assemblies (2 of 6) on page 249
Low-voltage power supply (110v)	RM1-9034-000	PCAs on page 259
Low-voltage power supply (220v)	RM1-9036-000	PCAs on page 259
Motor, developer DC (M1)	RL1-3053-000	Internal assemblies (4 of 6) on page 253
Motor, drum DC (M2)	RL1-1800-000	Internal assemblies (4 of 6) on page 253
Motor, feed assembly (M5)	RM1-5419-000	Internal assemblies (5 of 6) on page 255
Motor, fuser assembly (M4)	RM1-8609-000	Internal assemblies (5 of 6) on page 255
Multi purpose clutch assembly	RM1-8318-000	Internal assemblies (3 of 6) on page 251
Multi purpose tray assembly	RM1-8610-000	Internal assemblies (3 of 6) on page 251
Pad, separation Tray 1	RL1-1785-000CN	Internal assemblies (3 of 6) on page 251
Paper delivery assembly	RM1-8049-000	Internal assemblies (5 of 6) on page 255
Paper feed guide assembly (includes transfer roller)	RM1-8043-000	Internal assemblies (6 of 6) on page 257
Paper pickup assembly	RM1-8045-000	Internal assemblies (3 of 6) on page 251
Paper-pickup guide assembly	RM1-8051-000	Internal assemblies (6 of 6) on page 257
Registration assembly	RM1-4841-000	Internal assemblies (3 of 6) on page 251
Reverse drive assembly	RM1-4880-000	Internal assemblies (6 of 6) on page 257

Table 3-16 Alphabetical parts list (continued)

Description	Part number	Table and page
Rib assembly, rear-door	RM1-8053-000	Internal assemblies (6 of 6) on page 257
Roller, paper-pickup Tray 1	RL1-1802-000	Internal assemblies (2 of 6) on page 249
Scanner assembly	CE863-60119	Scanner and document feeder main assemblies on page 243
Solenoid, Tray 1 (SL1; MP tray)	RM1-5420-000	Internal assemblies (2 of 6) on page 249
Tray 2 paper pickup roller assembly	RM1-8047-000	Internal assemblies (3 of 6) on page 251
Tray 2 separation roller assembly	RM1-4840-000	Internal assemblies (3 of 6) on page 251
USB connector PCA	RK2-3846-000	PCAs on page 259
Wireless controller PCA	1150-7938	PCAs on page 259

Numerical parts list

Table 3-17 Numerical parts list

Part number	Description	Table and page
1150-7938	Wireless controller PCA	PCAs on page 259
5851-2559	Document feeder pickup assembly	Scanner and document feeder main assemblies on page 243
CE682-60001	Fax PCA	PCAs on page 259
CE683-60001	Fax PCA (Europe only)	PCAs on page 259
CE855-60001	Formatter PCA	PCAs on page 259
CE863-60015	Control-panel assembly	Scanner and document feeder main assemblies on page 243
CE863-60101	Document feeder assembly	Scanner and document feeder main assemblies on page 243
CE863-60113	Document feeder input tray	Scanner and document feeder main assemblies on page 243
CE863-60119	Scanner assembly	Scanner and document feeder main assemblies on page 243
RC3-1700-000	Cover, lower-rear	Internal assemblies (6 of 6) on page 257
RC3-1732-000	Cover, right	Covers on page 245
RC3-1733-000	Cover, right front	Covers on page 245
RC3-1751-000	Cover, DIMM	Covers on page 245
RK2-3846-000	USB connector PCA	PCAs on page 259
RK2-3847-000	Fan	Internal assemblies (4 of 6) on page 253
RL1-1785-000CN	Pad, separation Tray 1	Internal assemblies (3 of 6) on page 251
RL1-1800-000	Motor, drum DC (M2)	Internal assemblies (4 of 6) on page 253
RL1-1802-000	Roller, paper-pickup Tray 1	Internal assemblies (2 of 6) on page 249
RL1-3053-000	Motor, developer DC (M1)	Internal assemblies (4 of 6) on page 253
RL1-3063-000	Cover, left	Covers on page 245
RL1-3068-000	Cover, upper-rear	Internal assemblies (6 of 6) on page 257
RM1-4840-000	Tray 2 separation roller assembly	Internal assemblies (3 of 6) on page 251

Table 3-17 Numerical parts list (continued)

Part number	Description	Table and page
RM1-4841-000	Registration assembly	Internal assemblies (3 of 6) on page 251
RM1-4852-000	Intermediate transfer belt (ITB)	Internal assemblies (2 of 6) on page 249
RM1-4879-000	Feed guide, duplex assembly (includes transfer roller) ¹	Internal assemblies (6 of 6) on page 257
RM1-4880-000	Reverse drive assembly	Internal assemblies (6 of 6) on page 257
RM1-5419-000	Motor, feed assembly (M5)	Internal assemblies (5 of 6) on page 255
RM1-5420-000	Solenoid, Tray 1 (SL1; MP tray)	Internal assemblies (2 of 6) on page 249
RM1-8029-000	Color misregistration sensor assembly	Internal assemblies (2 of 6) on page 249
RM1-8031-000	High-voltage power supply	PCAs on page 259
RM1-8032-000	Driver PCA	PCAs on page 259
RM1-8039-000	DC controller	PCAs on page 259
RM1-8041-000	Cartridge-tray assembly	Internal assemblies (1 of 6) on page 247
RM1-8043-000	Paper feed guide assembly (includes transfer roller)	Internal assemblies (6 of 6) on page 257
RM1-8045-000	Paper pickup assembly	Internal assemblies (3 of 6) on page 251
RM1-8047-000	Tray 2 paper pickup roller assembly	Internal assemblies (3 of 6) on page 251
RM1-8049-000	Paper delivery assembly	Internal assemblies (5 of 6) on page 255
RM1-8051-000	Paper-pickup guide assembly	Internal assemblies (6 of 6) on page 257
RM1-8052-000	Door, rear	Internal assemblies (6 of 6) on page 257
RM1-8053-000	Rib assembly, rear-door	Internal assemblies (6 of 6) on page 257
RM1-8060-000	Cover, upper assembly	Covers on page 245
RM1-8061-000	Fuser assembly (110v)	Internal assemblies (5 of 6) on page 255
RM1-8062-000	Fuser assembly (220v)	Internal assemblies (5 of 6) on page 255

Table 3-17 Numerical parts list (continued)

Part number	Description	Table and page
RM1-8063-000	Cassette, Tray 2	Internal assemblies (3 of 6) on page 251
RM1-8063-000CN	Cassette (optional Tray 3)	250-sheet paper feeder (optional Tray 3) on page 261
RM1-8064-000	Door, front assembly	Covers on page 245
RM1-8318-000	Multi purpose clutch assembly	Internal assemblies (3 of 6) on page 251
RM1-8544-000CN	250-sheet paper feeder (optional Tray 3; includes cassette)	250-sheet paper feeder (optional Tray 3) on page 261
RM1-8609-000	Motor, fuser assembly (M4)	Internal assemblies (5 of 6) on page 255
RM1-8610-000	Multi purpose tray assembly	Internal assemblies (3 of 6) on page 251
RM1-9034-000	Low-voltage power supply (110v)	PCAs on page 259
RM1-9036-000	Low-voltage power supply (220v)	PCAs on page 259

A Service and support

- [Hewlett-Packard limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement](#)
- [Data stored on the print cartridge](#)
- [End User License Agreement](#)
- [OpenSSL](#)
- [Customer support](#)

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet Pro 300 color MFP M375nw and HP LaserJet Pro 400 color MFP M475dn, and M475dw	One year from date of purchase

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

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To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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Data stored on the print cartridge

The HP print cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the print cartridge was first installed, the date when the print cartridge was last used, the number of pages printed using the print cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the print cartridge memory chip does not contain information that can be used to identify a customer or user of the print cartridge or their product. However, a customer can choose not to store usage data on the memory chip through the control panel.

HP collects a sampling of the memory chips from print cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this print cartridge might have access to this data, as well.

Any third party possessing the print cartridge might have access to the anonymous information on the memory chip.

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Rev. 04/09

OpenSSL

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This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Customer support

Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/ .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support	www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475
Get support for products used with a Macintosh computer	www.hp.com/go/macosex
Download software utilities, drivers, and electronic information	www.hp.com/go/LJColorMFPM375_software or www.hp.com/go/LJColorMFPM475_software
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register your product	www.register.hp.com

B Product specifications

- [Physical specifications](#)
- [Power consumption, electrical specifications, and acoustic emissions](#)
- [Environmental specifications](#)

Physical specifications

Table B-1 Physical specifications

Product	Height	Depth	Width	Weight
HP LaserJet Pro 300 color MFP M375nw	500 mm (19.7 inches)	483 mm (19.0 inches)	420 mm (16.5 inches)	28.2 kg (62.2 lb)
HP LaserJet Pro 400 color MFP M475dn	500 mm (19.7 inches)	483 mm (19.0 inches)	420 mm (16.5 inches)	29.5 kg (65.0 lb)
HP LaserJet Pro 400 color MFP M475dw	500 mm (19.7 inches)	483 mm (19.0 inches)	420 mm (16.5 inches)	29.5 kg (65.0 lb)

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/go/LJColorMFPM375_regulatory or www.hp.com/go/LJColorMFPM475_regulatory for current information.

CAUTION: Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This will damage the product and void the product warranty.

Environmental specifications

Table B-2 Environmental specifications¹

	Recommended	Operating	Storage
Temperature	15° to 32.5° C (59° to 90.5° F)	15° to 32.5° C (59° to 90.5° F)	–20° to 40° C (–4° to 104° F)
Relative humidity	20 to 70%	10 to 80%	95% or less
Altitude		0 to 3048 m (0 to 10,000 ft)	

¹ Values are subject to change.


C Regulatory information

- [FCC regulations](#)
- [Environmental product stewardship program](#)
- [Declaration of conformity](#)
- [Declaration of conformity \(wireless models\)](#)
- [Certificate of volatility](#)
- [Safety statements](#)
- [Additional statements for telecom \(fax\) products](#)
- [Additional statements for wireless products](#)

FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

 **NOTE:** Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O₃).

Power consumption

Power usage drops significantly while in Ready or Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Toner consumption

EconoMode uses less toner, which might extend the life of the print cartridge. HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the print cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the print cartridge.

Paper use

This product's automatic duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.


Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet print supplies

It's easy to return and recycle your HP LaserJet print cartridges after use—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!

 **NOTE:** Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to <http://www.hp.com/recycle>.

Return and recycling instructions

United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

Multiple returns (more than one cartridge)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).
3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from www.hp.com/recycle or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.
2. Place the shipping label on the front of the box.

Shipping

For US and Puerto Rico HP LaserJet print cartridge recycling returns, use the pre-paid, pre-addressed shipping label contained in the box. To use the UPS label, give the package to the UPS driver during your next delivery or pick-up, or take it to an authorized UPS drop-off center. (Requested UPS Ground pickup will be charged normal pick-up rates) For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit www.ups.com.

If you are returning the package with the FedEx label, give the package to either the U.S. Postal Service carrier or FedEx driver during your next pick-up or delivery. (Requested FedEx Ground pickup will be charged normal pick-up rates). Or, you can drop off your packaged print cartridge(s) at any U.S. Post Office or any FedEx shipping center or store. For the location of your nearest U.S. Post Office, please call 1-800-ASK-USPS or visit www.usps.com. For the location of your nearest FedEx shipping center/store, please call 1-800-GOFEDEX or visit www.fedex.com.

For more information, or to order additional labels or boxes for bulk returns, visit www.hp.com/recycle or call 1-800-340-2445. Information subject to change without notice.

Residents of Alaska and Hawaii

Do not use the UPS label. Call 1-800-340-2445 for information and instructions. The U.S. Postal Service provides no-cost cartridge return transportation services under an arrangement with HP for Alaska and Hawaii.

Non-U.S. returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new product supply item) or visit www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

This HP product contains a battery that might require special handling at end-of-life. The batteries contained in or supplied by Hewlett-Packard for this product include the following:

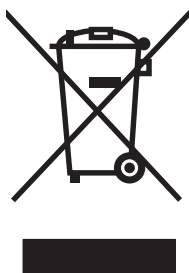
HP LaserJet Pro 300 color MFP M375 and HP LaserJet Pro 400 color MFP M475	
Type	Carbon monofluoride lithium
Weight	0.8 g
Location	On formatter board
User-removable	No



廢電池請回收

For recycling information, you can go to www.hp.com/recycle, or contact your local authorities or the Electronics Industries Alliance: www.eiae.org.

Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

Declaration of conformity

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Company DoC#: BOISB-1002-03-rel.1.0

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP LaserJet Pro 400 color MFP M475dn

Regulatory Model Number²⁾ BOISB-1002-03
BOISB-0903-00 – (US-Fax Module LIU)
BOISB-0903-01 – (EURO-Fax Module LIU)

Product Options: ALL

Print Cartridges: CE410A, CE410X, CE411A, CE412A, CE413A

conforms to the following Product Specifications:


SAFETY: IEC 60950-1:2005 / EN60950-1: 2006+A11
IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)
IEC 62311:2007 / EN62311:2008
GB4943-2001

EMC: CISPR22:2005 +A1 / EN55022:2006 +A1 - Class B¹⁾
EN 61000-3-2:2006
EN 61000-3-3:2008
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B¹⁾ / ICES-003, Issue 4
GB9254-2008, GB17625.1-2003

TELECOM: ES 203 021; FCC Title 47 CFR, Part 68³⁾

ENERGY USE: Regulation (EC) No. 1275/2008
ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the R&TTE Directive 1999/5/EC (Annex II), the EuP Directive 2005/32/EC and carries the CE-Marking  accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
3. Telecom approvals and standards appropriate for the target countries/regions have been applied to this product, in addition to those listed above.
4. This product uses an analog fax accessory module which Regulatory Model numbers are: BOISB-0903-00 (US-LIU) or BOISB-0903-01 (EURO LIU), as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

Boise, Idaho USA

October 2011

For regulatory topics only:

European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034, Böblingen (FAX: +49-7031-14-3143) www.hp.eu/certificates
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

Declaration of conformity (wireless models)

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Company DoC#: BOISB-1002-02&-04 Rel.1.0

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP LaserJet Pro 300 color MFP M375nw
HP LaserJet Pro 400 color MFP M475dw

Regulatory Model Number²⁾ BOISB-1002-02, BOISB-1002-04
BOISB-0903-00 – (US-Fax Module LIU)
BOISB-0903-01 – (EURO-Fax Module LIU)
SDGOB – 0892 – (Radio Module)

Product Options: ALL

Print Cartridges: CE410A, CE410X, CE411A, CE412A, CE413A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2005 / EN60950-1: 2006+A11
IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)
IEC 62311:2007 / EN 62311:2008
GB4943-2001


EMC: CISPR22:2005 +A1 / EN55022:2006 +A1 - Class B¹⁾
EN 61000-3-2:2006
EN 61000-3-3:2008
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B¹⁾ / ICES-003, Issue 4
GB9254-2008, GB17625.1-2003

TELECOM: ES 203 021; FCC Title 47 CFR, Part 68³⁾

Radio⁵⁾ EN 301 489-1:V1.8.1 (2008-04) / EN 301 489-17:V2.1.1 (2009-05)
EN 300 328: V1.7.1 (2006-10)
FCC Title 47 CFR, Part 15 Subpart C (Section 15.247) / IC: RSS-210

ENERGY USE: Regulation (EC) No. 1275/2008
ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:

The product herewith complies with the requirements of the R&TTE; Directive 1999/5/EC Annex II and Annex IV, EMC Directive 2004/108/EC, the Low Voltage Directive 2006/95/EC, the EuP Directive 2005/32/EC and carries the CE-Marking  accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
3. Telecom approvals and standards appropriate for the target countries/regions have been applied to this product, in addition to those listed above.
4. This product uses an analog fax accessory module which Regulatory Model numbers are: BOISB-0903-00 (US-LIU) or BOISB-0903-01 (EURO LIU), as needed to meet technical regulatory requirements for the countries/regions this product will be sold.
5. This product uses a radio module device which Regulatory Model number is SDGOB-0892 as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

Boise, Idaho USA

October 2011

For regulatory topics only:

European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034, Böblingen (FAX: +49-7031-14-3143) www.hp.eu/certificates
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

Certificate of volatility

This is a statement regarding the volatility of customer data stored in memory. It also outlines how to securely erase data from the product.

Types of memory

Volatile memory

The product utilizes 192 MB of volatile memory (SDRAM) used for temporary storage during the process of jobs, and for applications running on the operating system. When the printer is powered off, the memory is erased.

Non-volatile memory

The product utilizes 2.1 GB of non-volatile memory (EEPROM, Flash) containing the boot code and factory product configuration data required for the device to function. No customer print data is stored in non-volatile memory. There are no steps to clear this data.

Safety statements

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ WARNING! Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

« Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

VCCI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

⚠ CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

EMC statement (Korea)

B급 기기 (가정용 정보통신기기)

이 기기는 가정용으로 전자파적합등록을 한 기기로서
주거지역에서는 물론 모든지역에서 사용할 수 있습니다.

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP LaserJet Pro 300 color MFP M375nw, HP LaserJet Pro 400 color MFP M475dn, M475dw, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisessa käytössä kirjoittimen suojakotelo estää lasersäteiden pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

VAROITUS !

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

VARNING !

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP LaserJet Pro 300 color MFP M375nw, HP LaserJet Pro 400 color MFP M475dn, M475dw - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

VARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W
Luokan 3B laser.

GS statement (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Substances Table (China)

有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

部件名称	有毒有害物质和元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
打印引擎	X	0	X	0	0	0
复印机组件	X	0	0	0	0	0
控制面板	0	0	0	0	0	0
塑料外壳	0	0	0	0	0	0
格式化板组件	X	0	0	0	0	0
碳粉盒	X	0	0	0	0	0

3690

0：表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。

X：表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注：引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Restriction on Hazardous Substances statement (Ukraine)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Additional statements for telecom (fax) products

EU Statement for Telecom Operation

This product is intended to be connected to the analog Public Switched Telecommunication Networks (PSTN) of European Economic Area (EEA) countries/regions.

It meets requirements of EU R&TTE Directive 1999/5/EC (Annex II) and carries appropriate CE conformity marking.

For more details see Declaration of Conformity issued by the manufacturer in another section of this manual.

However due to differences between individual national PSTNs the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual.

If you experience network compatibility issues, please contact your equipment supplier or Hewlett-Packard help desk in the country/region of operation.

Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

New Zealand Telecom Statements

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment shall not be set up to make automatic calls to the Telecom "111" Emergency Service.

This product has not been tested to ensure compatibility with the FaxAbility distinctive ring service for New Zealand.

Additional FCC statement for telecom products (US)

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the

number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack, which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please see the numbers in this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The customer can do the following repairs: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord. It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

Telephone Consumer Protection Act (US)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or such business, or other entity, or individual. (The telephone number provided cannot be a 900 number or any other number for which charges exceed local or long distance transmission charges).

Industry Canada CS-03 requirements

Notice: The Industry Canada label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible for the equipment to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company

cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution can be particularly important in rural areas.

⚠ CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate. The Ringer Equivalence Number (REN) of this device is 0.0.

Notice: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Number of all the devices does not exceed five (5.0). The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.

Vietnam Telecom wired/wireless marking for ICTQC Type approved products



Additional statements for wireless products

FCC compliance statement—United States

Exposure to radio frequency radiation

⚠ CAUTION: The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 in) during normal operation.

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

⚠ CAUTION: Based on Section 15.21 of the FCC rules, changes of modifications to the operation of this product without the express approval by Hewlett-Packard Company may invalidate its authorized use.

Australia statement

This device incorporates a radio-transmitting (wireless) device. For protection against radio transmission exposure, it is recommended that this device be operated no less than 20 cm from the head, neck, or body.

Brazil ANATEL statement

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Canadian statements

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

Pour l'usage d'intérieur. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada. Le composant RF interne est conforme à la norme CNR-210 d'Industrie Canada.

European Union regulatory notice

The telecommunications functionality of this product may be used in the following EU and EFTA countries/regions:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Notice for use in France

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This equipment may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see www.arcep.fr.

L'utilisation de cet équipement (2.4 GHz Wireless LAN) est soumise à certaines restrictions : Cet équipement peut être utilisé à l'intérieur d'un bâtiment en utilisant toutes les fréquences de 2400-2483.5 MHz (Chaîne 1-13). Pour une utilisation en environnement extérieur, vous devez utiliser les fréquences comprises entre 2400-2454 MHz (Chaîne 1-9). Pour les dernières restrictions, voir, www.arcep.fr.

Notice for use in Russia

Существуют определенные ограничения по использованию беспроводных сетей (стандарта 802.11 b/g) с рабочей частотой 2,4 ГГц: Данное оборудование может использоваться внутри помещений с использованием диапазона частот 2400-2483,5 МГц (каналы 1-13). При использовании внутри помещений максимальная эффективная изотропно-излучаемая мощность (ЭИИМ) должна составлять не более 100мВт.

Korean statement

당해 무선설비는 운용 중 전파혼선 가능성이 있음

Taiwan statement

低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。
前項合法通信，指依電信法規定作業之無線電通信。
低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Vietnam Telecom wired/wireless marking for ICTQC Type approved products



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